

## CHAPTER 7

### Professional Information Technology Service Descriptions [Special Item Number 132-51]

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## 1. Consulting Services

In general, the Fulcrum IT consultants and their supporting staff are involved in the assessment of projects, system goals, objectives and operations. They guide identification of top-level system requirements and support the implementation of systems in terms of marketing, hardware, software, database and telecommunications components. Current skill sets available are:

<b>Job Code</b>	<b>Skill Title</b>	<b>Status</b>	<b>Grade</b>
CS-SME-1	Subject Matter Expert I	Exempt	T-18
CS-SME-2	Subject Matter Expert II	Exempt	T-19
CS-SME-3	Subject Matter Expert III	Exempt	T-20
CS-SME-4	Subject Matter Expert IV	Exempt	T-21
CS-SME-5	Subject Matter Expert V	Exempt	T-21

### CS-SME-1 Subject Matter Expert

#### **Functional Responsibilities:**

The Subject Matter Expert [SME] I analyzes user needs to determine functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. Possesses requisite knowledge and expertise recognized in the professional community to the extent that the Client is able to qualify the individual as an expert in the field. Demonstrates exceptional oral and written communication skills.

#### **General Experience:**

The Subject Matter Expert must demonstrate at least five years of experience in the specific field of interest. Skill set matches knowledge base critical to on-going project.

#### **General Education:**

A Bachelor's degree with 5 to 7 years of related experience. A Masters degree with 3 to 5 years. With no degree, 12 to 15 years of equivalent technical achievement.

### CS-SME-2 Subject Matter Expert

#### **Functional Responsibilities:**

The Subject Matter Expert [SME] II analyzes user needs to determine functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. Possesses requisite knowledge and expertise recognized in the professional community to the extent that the Client is able to qualify the individual as an expert in the field. Demonstrates exceptional oral and written communication skills.

#### **General Experience:**

The Subject Matter Expert II must demonstrate at least seven (7) years of experience in the field of specialty.

#### **General Education:**

A Bachelor's degree with 7 to 9 years of related experience. A Masters degree with 5 to 7 years. With no degree, over 15 years of equivalent technical achievement.

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**CS-SME-3 Subject Matter Expert**

**Functional Responsibilities:**

The Subject Matter Expert [SME] III analyzes user needs to determine functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. Possesses requisite knowledge and expertise recognized in the professional community to the extent that the Client is able to qualify the individual as an expert in the field. Demonstrates exceptional oral and written communication skills.

**General Experience:**

The Subject Matter Expert must demonstrate at least ten (10) years of experience in the field of specialty.

**General Education:**

A Bachelor's degree with 10 to 12 years of related experience. A Masters degree with 7 to 9 years.

**CS-SME-4 Subject Matter Expert**

**Functional Responsibilities:**

The Subject Matter Expert [SME] IV analyzes department's needs to determine functional and technical requirements. The SME identifies strategic and tactical opportunities for the clients. Leads problem solving efforts to resolve deficiency or improve efficiency of an operation/process. SME must be very innovative and creative in approach.

**General Experience:**

The Subject Matter Expert must demonstrate at least twelve (12) years of experience in the field of specialty.

**General Education:**

A Bachelor's degree with 12 to 15 years of related experience. A Masters degree with 9 to 11 years.

**CS-SME-5 Subject Matter Expert**

**Functional Responsibilities:**

The Subject Matter Expert [SME] V will assist in solving issues or completing specific tasks related to the support of the program. This may include but is not limited to, system hardware and software programming, updates, modification, troubleshooting, debugging, interface management, analysis, security, configuration management, and system or database administration and configuration

**General Experience:**

The Subject Matter Expert must demonstrate at least fifteen (15) years of experience in the field of specialty.

**General Education:**

A Bachelor's degree with 15 years of related experience. A Masters degree with 11 to 13 years.

## 2. General Management Services

The main focus of this category is to plans, coordinates, and manages complex information technology projects. The professionals in general prepare and present status on project schedule, project costs, project deliverables, project risks, and risk containment strategies. The group is responsible for the accomplishment of contracted deliverables and the establishment of schedules; recruitment and selection of project manager and, as appropriate, subordinate personnel and contracted staff; communication and enforcement of policies, procedures, and work standards to ensure client requirements are achieved in a timely and professional manner.

Job Code	Skill Position	Status	Grade
GM-PMM-2	Program Manager	Exempt	A-20
GM-PMM-3	Program Manager, Senior	Exempt	A-21
GM-PMM-4	Program Manager, Lead	Exempt	A-22
GM-PMM-5	Program Manager, Group	Exempt	A-23
GM-PJE-1	Project Engineer, Junior	Exempt	T-16
GM-PJE-2	Project Engineer	Exempt	T-17
GM-PJE-3	Project Engineer, Senior	Exempt	T-18
GM-PJE-4	Project Engineer, Lead	Exempt	T-19
GM-PJM-1	Project Manager, Junior	Exempt	T-17
GM-PJM-2	Reserved	Exempt	T-18
GM-PJM-3	Project Manager, Senior	Exempt	T-19
GM-PJM-4	Project Manager, Lead	Exempt	T-20

### GM-PMM-2 Program Manager

#### Functional Responsibilities:

Serves as the contractor's single contract manager, and shall be the contractor's authorized interface with the client procurement office, the contract-level technical representative, management personnel, and client representative. Incumbent is generally responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinates.

#### General Experience:

The Program Manager must possess at least seven (7) years in general experience, of which at least five (5) years must be specialized. Specialized experience includes three (3) years of project development from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms, demonstrated capability in managing multi-task contracts and/or subcontracts or various types and complexity. General experience includes increasing responsibilities in information systems design and/or management.

#### General Education:

A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline and 7 to 9 years of experience. A Master's degree with 5 to 7 years.

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**GM-PMM-3 Program Manager, Senior****Functional Responsibilities:**

The Senior Program Manager is ultimately responsible for contract performance. The Senior Program Manager provides and ensures senior contract management, oversight, and support for multiple complex IT services and solutions contracts which may be geographically distributed and/or may involve multiple distinct IT disciplines. Coordinates all contract support activities and serves as the contractor's authorized interface with the client's Contracting Officer and/or designated representative(s). Responsible for the accomplishment of contracted deliverables and the establishment of schedules; recruitment and selection of project manager and, as appropriate, subordinate personnel and contracted staff; communication and enforcement of policies, procedures, and work standards to ensure client requirements are achieved in a timely and professional manner. Maintains close coordination with Project Management personnel.

**General Experience:**

The incumbent shall demonstrate at least ten (10) years of experience, of which at least seven (7) years must be specialized. Specialized experience includes five (5) years of project development work from inception to deployment, expertise in the management and control of funds and resources using complex reporting mechanisms and demonstrated capability in managing multi-task contracts and/or subcontracts of various types and complexity. General experience includes responsibilities in information systems design and/or management. Possesses superior communication and presentation skills (oral and written).

**General Education:**

Generally requires a Masters degree in Computer Science, Information Systems, Engineering, Business, or other related discipline with 7 to 9 years of experience. A Ph.D. degree with 5 to 7 years. A Bachelor's degree with 10 to 12 years.

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**GM-PMM-4 Program Manager, Lead****Functional Responsibilities:**

Directs all activities of one or more major contracts, programs, projects, technologies, or clients, or directs all activities for a variety of different programs/clients which cross over/ involve two or more functional areas. Provides overall leadership for the business unit and ensures activities are managed in a cost-effective manner within budgetary guidelines. Leadership is consistent with, and supports the success, of the overall organization. Plans, develops and administers policies covering two or more functional areas. Establishes work policies and practices for business unit being directed. Oversees and approves selection, performance measurement and promotion or termination, or other personnel actions involving staff. Designs and sets measurement standards for the functional area(s) or contract(s).

**General Experience:**

A Lead Program Manager [Program Director] must demonstrate at least twelve (12) years' experience. Nine (9) years should be specialized experience. The remainder may be any combination of specialized and/or general experience. The Lead Program Manager [Program Director] must have been involved in supervision and management of administrative/scientific system software development projects with ten (10) or more people. A minimum of four (4) years of the nine (9) years should include managing large, complex software development projects, including at least thirty (30) employees, in subordinate groups. Nine (9) years of progressively more difficult software development and ADP experience is desired.

**General Education:**

Generally requires a Masters degree in Computer Science, Information Systems, Engineering, Business, or other related discipline with 9 to 11 years of experience. A Ph.D. degree with 7 to 9 years. A Bachelor's degree with 12 to 15 years.



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**GM-PMM-5 Program Manager, Group****Functional Responsibilities:**

Directs all activities of one or more major contracts, programs, projects, technologies, or clients, or directs all activities for a variety of different programs/clients which cross over/ involve two or more functional areas. Provides overall leadership for the business unit and ensures activities are managed in a cost-effective manner within budgetary guidelines. Leadership is consistent with, and supports the success, of the overall organization. Plans, develops and administers policies covering two or more functional areas. Establishes work policies and practices for business unit being directed. Oversees and approves selection, performance measurement and promotion or termination, or other personnel actions involving staff. Designs and sets measurement standards for the functional area(s) or contract(s).

**General Experience:**

A Group Program Manager [Program Director] must demonstrate more than twelve (12) years' experience. Ten (10) years should be specialized experience. The remainder may be any combination of specialized and/or general experience. The Group Program Manager [Program Director] must have been involved in supervision and management of administrative/scientific system software development projects with ten (10) or more people. A minimum of five (5) years of the ten (10) years should include managing large, complex software development projects, including at least thirty (30) employees, in subordinate groups. Ten (10) years of progressively more difficult information technology development and design experience is desired.

**General Education:**

Generally requires a Masters degree in Computer Science, Information Systems, Engineering, Business, or other related discipline with 12+ years of experience. A Ph.D. degree with 10+ years. A Bachelor's degree with over 16 years of experience.

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**GM-PJE-1 Project Engineer, Junior****Functional Responsibilities:**

The Project Engineer, Junior is an entry level position but assumes IT Project experience primarily as a team member to a workgroup. The individual works closely with other technical personnel and takes direction from the project manager. The projects are normally large scale information systems and address a wide range of topics in support of a successful implementation of open system architecture.

**General Experience:**

The Project Engineer, Junior shall demonstrate six (6) years of IT experience, of which at least one (1) year must be specialized. Specialized experience includes: leadership and management of subordinate technical personnel and management of project schedules. General experience can include technical engineering, development, or related responsibilities. The remainder may be any combination of specialized and/or general experience. Must also have experience with the logical and physical functional, operational, and technical architectures of large and complex information systems, external communications, and local and wide area networks. Experience in working with multiple teams helping to set-up work planning, technical reviews, testing inspections, and quality assurance.

The individual has technical and engineering experience in systems analysis and programming of scientific or highly technical system applications on small to large scale computers (i.e., micro, mini, and mainframe).

**General Education:**

A Bachelor's degree in Computer Science, Information Systems, Engineering, or other related scientific or technical disciplines and 0 to 2 years of experience. With no degree, 6 to 8 years of directly related

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**GM-PJE-2 Project Engineer****Functional Responsibilities:**

The Project Engineer works with the Project Manager on large scale information systems and addresses a wide range of topics in support of a successful implementation of open system architecture. The individual becomes involved in communication or software problems as required. Interfaces with systems analysts to provide problem resolutions; provides technical and administrative direction for personnel performing project development tasks, including the review of work products for correctness, adherence to the design concept, and to user standards.

**General Experience:**

The Project Engineer shall demonstrate at least two (2) years of specialized experience. Specialized experience includes: leadership and management of subordinate technical personnel and management of project schedules. General experience can include technical engineering, development, or related responsibilities. The remainder may be any combination of specialized and/or general experience. The Project Engineer has experience in developing large scale information systems in compliance with standards for open systems architectures. Specialized experience, which includes supervision of system analysts, use of structured analysis, design methodologies and design tools and techniques. Must also have experience with the logical and physical functional, operational, and technical architectures of large and complex information systems, external communications, and local and wide area networks.

**General Education:**

A Bachelor's degree with 2 to 4 years. With no degree, 8 years.

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**GM-PJE-3 Project Engineer, Senior****Functional Responsibilities:**

The Project Engineer, Senior has a wide range of applicable knowledge of principles, theories, and concepts in large scale information systems and architectures. The individual works only under very general direction, independently determines and develops approaches to solutions. Results are reviewed upon completion for meeting objectives. Interfaces with systems analysts to provide problem resolutions; provides technical and administrative direction for personnel performing project development tasks, including the review of work products for correctness, adherence to the design concept, and to user standards. Coordinates with the Project Manager to ensure problem resolution and user satisfaction; makes recommendations, if needed, for approval of major system implementations.

**General Experience:**

Number of years of experience depends on academic achievements. In general the Project Engineer, Senior shall demonstrate at least ten (10) years of IT experience, of which at least five (5) years must be specialized. Specialized experience includes: leadership and management of subordinate technical personnel and management of project schedules. The remainder may be any combination of specialized and/or general experience. The Project Engineer, Senior has experience in developing large scale information systems in compliance with standards for open systems architectures. Specialized experience, which includes supervision of system analysts, use of structured analysis, design methodologies and design tools and techniques. Must also have experience with the logical and physical functional, operational, and technical architectures of large and complex information systems, external communications, and local and wide area networks. Experience in working with multiple teams helping to set-up work planning, technical reviews, testing inspections, and quality assurance.

**General Education:**

Master's degree in Computer Science, Information Systems, Engineering, or other related scientific or technical disciplines with 3 to 5 years of directly related experience. A Bachelor's degree with 5 to 7 years. With no degree, 10 to 12 years.

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**GM-PJE-4 Project Engineer, Lead****Functional Responsibilities:**

The Project Engineer, Lead has extensive expertise as a generalist or specialist. The individual is an emerging authority in large scale information system implementation. The individual work is performed without appreciable direction. Has latitude in determining technical objectives of assignment. Interfaces with systems analysts to provide problem resolutions; provides technical and administrative direction for personnel performing project development tasks, including the review of work products for correctness, adherence to the design concept, and to user standards. Coordinates with the Project Manager to ensure problem resolution and user satisfaction; makes recommendations, if needed, for approval of major system implementations.

**General Experience:**

Number of years of experience depends on academic achievements. In general, the Project Engineer, Lead shall demonstrate at least seven (7) years of IT experience, of which at least four (4) years must be specialized. Specialized experience includes: leadership and management of subordinate technical personnel and management of project schedules. The remainder may be any combination of specialized and/or general experience. The Project Engineer, Lead has experience in developing large scale information systems in compliance with standards for open systems architectures. Specialized experience, which includes supervision of system analysts, use of structured analysis, design methodologies and design tools and techniques. Must also have experience with the logical and physical functional, operational, and technical architectures of large and complex information systems, external communications, and local and wide area networks. Experience in working with multiple teams helping to set-up work planning, technical reviews, testing inspections, and quality assurance.

**General Education:**

A Bachelor's degree with 7 to 9 years. With no degree, 12 to 15 years.

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**GM-PJM-1 Project Manager, Junior****Functional Responsibilities:**

The Project Manager, Junior is an entry position but requires actual project experience working with a task force on a specific assignment. The individual will assist in insuring that assigned deliverables meet or exceed client expectations. Assist others in planning and overseeing technical project tasks. Operates under the guidance of senior program/project management to ensure projects, tasks and task components are completed in a timely, appropriate, and professional manner. Assists in the development and maintenance of timelines and budgets.

**General Experience:**

The Project Manager, Junior shall demonstrate at least four (4) years of related IT or academic experience, of which at least two (2) years must be specialized. General experience can include technical engineering, development, or related responsibilities.

**General Education:**

A Bachelor's degree in Computer Science and /or Information Management with 2 to 4 years of related experience. A Master's degree with 0 to 2 years. With no degree, 8 to 10 years.

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**GM-PJM-2 Reserved**

**GM-PJM-3 Project Manager, Senior****Functional Responsibilities:**

The Senior Project Manager directs all activities for one or more significant contracts, programs, projects, technologies, clients or functional areas. Employee provides overall management and leadership for operational units. Individual establishes marketing and customer relation policies, with both internal and external customers, to ensure overall project or functional area success. Ensures contracts are managed in a cost-effective manner. Establish work policies and practices for business unit. Select, evaluate, promote and/or terminate staff. The manager maintains responsibility for all personnel actions within span of management. Designs and established measurement standards for the functional area or contract. Manages professional and support staff.

**General Experience:**

The incumbent shall demonstrate at least seven (7) years of IT or academic experience, of which at least five (5) years must be specialized. Specialized experience includes: leadership and management of subordinate technical personnel and management of project schedules and budgets. General experience includes project design and development responsibilities. Possesses superior communication and presentation skills (oral and written).

**General Education:**

A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline and 7 to 9 years of related experience. A Master's degree with 5 to 7 years.

**GM-PJM-4 Project Manager, Lead (Group Manager)****Functional Responsibilities:**

The Lead Project/Group Manager consults with the Client's Procurement Officer [or Government's Contracting Officer] or the Contracting Officer's Technical Representative (COTR) directly and also consults users to minimize costs and maximize efficiency in achieving the stated requirements. The Project/Group Manager plans, organizes, and controls the overall activities of the project, i.e., project management, configuration management, technical work, quality of work, schedule, and costs associated with various Delivery Orders issued under the contract. The Project/Group Manager ensures that all activities conform to the terms and conditions of the contract and task ordering procedures. As a team or project leader, the Project/Group Manager provides technical direction for the team/project's complete systems development effort from requirements analysis, feasibility studies to post-implementation evaluation; may serve as the technical authority for a design area; may direct systems analysts, programmers and other technical personnel on assigned work; acts as a liaison between the COTR, the Contracting Officer, and the Program Manager; coordinates activities and seeks resolution of contractual and technical problems while working with the Contracting Officer and the COTR.

**General Experience:**

The Lead Project/Group Manager must possess at least ten (10) years in progressively challenging IT experiences. , Supervision of administrative and/or scientific system software development and/or maintenance projects involving five (5) or more employees. A minimum of three (3) years of the seven (7) years should include supervising software development projects, including at least twenty (20) employees. Seven (7) years of progressive software development experience. The remainder may be any combination of specialized and/or general experience.

**General Education:**

A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline and 10 to 12 years of experience. A Master's degree with 7 to 9 years.

**3. Analytical Services**

Analytical Services covers a wide range of services for improving an organization's processes, structure, efficiency, security, or competitive intelligence.

<b>Job Code</b>	<b>Skill Position</b>	<b>Status</b>	<b>Grade</b>
AN-RCH-1	Research Analyst, Junior	Non-Exempt	T-14
AN-RCH-2	Research Analyst	Non-Exempt	T-15
AN-RCH-3	Reserved	Exempt	T-16
AN-RCH-4	Research Analyst, Lead	Exempt	T-17
AN-INT-1	Support Specialist, Junior	Exempt	T-16
AN-INT-2	Support Specialist	Exempt	T-17
AN-INT-3	Support Specialist, Senior	Exempt	T-18
AN-INT-4	Support Specialist, Lead	Exempt	T-19

### **AN-RCH-1 Research Analyst, Junior**

#### **Functional Responsibilities:**

The Junior Research Analyst assists in data gathering, research, and collecting project information. Training in: Research methods and procedure. Locating, understanding, and reconciling various data files and sources, and establishing data standardization procedures. Experience in constructing data models and processes are desirable.

#### **General Experience:**

At least three (3) years in the general Information Technology field is required. At least one (1) year experience in data gathering research is desirable..

#### **General Education:**

If individual has no college degree, then 3 to 4 years of experience is necessary. College level course work is desirable. The field of study would be Computer Science, Electrical Engineering, Mathematics or related disciplines.

### **AN-RCH-2 Research Analyst**

#### **Functional Responsibilities:**

The Research Analyst must demonstrate experience in data gathering, research, and analysis to collect sufficient information to develop a detailed data base design. The individual must possess knowledge of research methods and constructing data models. The incumbent must have experience in locating, understanding, and reconciling various data files and sources and establishing data standardization procedures. Individual may be responsible for the Senior Research Analyst's duties in his/her absence.

#### **General Experience:**

At least four (4) years experience is desired for this position. Two (2) years of data gathering research at major accounts. Hands-on activity. Two (2) years of progressive experience in projects requiring mathematical techniques as it applies to the field of Information Technology.

#### **General Education:**

If individual has no college degree, then 4 to 5 years of related IT experience is necessary. College level course work is desirable. The field of study would be Computer Science, Electrical Engineering, Mathematics or related disciplines.

### **AN-RCH-3 Reserved**

**AN-RCH-4 Research Analyst, Lead**

**Functional Responsibilities:**

A Senior Research Analyst performs basic research to support management, internal and external organizations, and business improvement efforts. Responsibilities include:

Analyze shipping information in support of project.

Prepares formatted messages and produces customized reports for customers.

Compiles data, develops trend information and prepares data and documentation for presentation.

Gathers, analyzes and composes statistical information.

Interprets information and prepares reports according to database standards. Provides quality control and validation of input data to an application database to ensure database integrity and accuracy

**General Experience:**

At least six (6) years experience is desired for this position. A minimum of four (4) years of this experience should be specialized. The individual has been active in previous projects using intelligence collection and research analysis. The remainder may be any combination of specialized and/or general experience. Three (3) years of progressive experience in projects requiring mathematical techniques as it applies to the field of Information Technology

**General Education:**

If individual has no college degree, then 8 to 10 years of related IT experience is necessary. A Bachelor's degree in Computer Science, Electrical Engineering, Mathematics or related disciplines plus 2 to 4 years of experience in data gathering and intelligence analysis techniques. A Master's with 0 to 2 years

#### 4. Architecture Services

Examines, evaluates, models, designs, and proposes organizational and enterprise-wide IT infrastructures, applications, and processes.

Job Code	Skill Position	Status	Grade
AS-ANL-1	Analyst, Junior [Functional]	Exempt	T-16
AS-ANL-2	Analyst [Functional]	Exempt	T-17
AS-ANL-3	Analyst, Senior [Functional]	Exempt	T-18
AS-ANL-4	Analyst, Lead [Functional]	Exempt	T-19
AS-ANL-5	Analyst, Principal [Functional]	Exempt	T-20
AS-ARC-5	Architect Principal	Exempt	T-21
AS-ITS-1	Information Technology Specialist, Junior	Exempt	T-15
AS-ITS-2	Information Technology Specialist	Exempt	T-16
AS-ITS-3	Information Technology Specialist, Senior	Exempt	T-17
AS-ITS-4	Information Technology Specialist, Lead	Exempt	T-18
AS-SDV-1	System Developer, Junior	Exempt	T-18
AS-SDV-2	System Developer	Exempt	T-21
AS-SSE-1	System Engineer, Junior	Exempt	T-16
AS-SSE-2	System Engineer	Exempt	T-17
AS-SSE-3	System Engineer, Senior	Exempt	T-18
AS-SSE-4	System Engineer, Lead	Exempt	T-19

#### AS-ANL-1 Analyst, Junior [Functional]

##### Functional Responsibilities:

Functional Analyst, Junior assists others to solve functional problems with systems that are maintained by a System Response Center. Responsibilities include:

Analyzes user needs to determine functional and cross-functional requirements.

Performs functional allocation to identify required tasks and their inter-relationships.

Identifies resources required for each task.

##### General Experience:

Limited use and/or application of basic principles, theories, and concepts. Must have at least two (2) years experience in general IT functional tasks. Specialized experience includes: assisting in developing functional requirements for complex integrated ADP systems.

##### General Education:

A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. With no degree then must demonstrate at least 6 years of IT experience.

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**AS-ANL-2 Analyst [Functional]**

**Functional Responsibilities:**

Functional Analyst works to solve functional problems with systems that are maintained by a System Response Center. Responsibilities include:  
Analyzes user needs to determine functional and cross-functional requirements.  
Performs functional allocation to identify required tasks and their inter-relationships.  
Identifies resources required for each task.  
Ability to work independently or under only general direction.  
Analyze user needs to develop functional requirements. Create work break down structure, work flow, information flow and level-of-effort estimates.

**General Experience:**

Must have over two (2) years of relevant experience in Functional Analysis. Specialized experience includes: developing functional requirements for complex integrated ADP systems.

**General Education:**

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline and 2 to 4 years experience. Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline and 0 to 2 years experience. With no Degree then 8 to 10 years experience.

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**AS-ANL-3 Analyst, Senior [Functional]**

**Functional Responsibilities:**

Functional Analyst, Senior directs works to solve functional problems with systems that are maintained by a System Response Center. Responsibilities include:  
Analyzes user needs to determine functional and cross-functional requirements.  
Performs functional allocation to identify required tasks and their inter-relationships.  
Identifies resources required for each task.  
Ability to work independently or under only general direction.  
Analyze user needs to develop functional requirements. Create work break down structure, work flow, information flow and level-of-effort estimates.

**General Experience:**

Must have at least five (5) years of relevant experience in Functional Analysis. Specialized experience includes: developing functional requirements for complex integrated ADP systems.

**General Education:**

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline and 5 or 7 years experience. Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline and 3 to 5 years experience.



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**AS-ANL-4 Analyst, Lead [Functional]****Functional Responsibilities:**

The Function Analyst, Lead is generally responsible for establishing and arraying the information and functional requirements of a specific project. Performs and/or coordinates the systems analysis (infrastructure, engineering, legacy systems integration, and applications development) necessary to evaluate compatibility and suitability of planned solutions with existing organizational architectures and directed standards, procedures, business practices, and methodologies. Works to design, schedule, and deploy complex infrastructures and applications within a multi-protocol environment based upon appropriate industry practices and standards. Receives, analyzes, and translates client requirements into integrated infrastructure solution strategies. The individual coordinates closely with senior program and project management specialist and with senior customer specialist. The employee may provide direct supervision of subordinate analysts, engineers, and applications developers.

**General Experience:**

The incumbent shall demonstrate at least seven (7) years experience, of which at least five (5) years must be specialized. General experience may include responsibilities in system engineering, applications design and development, and infrastructure administration, configuration, and support. Possesses superior communication and presentation skills (oral and written).

**General Education:**

Bachelor degree in Computer Science, Information Engineering, or related study with 7 to 9 years. A Master degree with 5 to 7 years. With no degree, 12 to 15 years.

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**AS-ANL-5 Analyst, Principal [Functional]****Functional Responsibilities:**

The Functional Analyst, Principal is generally responsible for establishing and arraying the information and functional requirements of a specific project. Performs and/or coordinates the systems analysis (infrastructure, engineering, legacy systems integration, and applications development) necessary to evaluate compatibility and suitability of planned solutions with existing organizational architectures and directed standards, procedures, business practices, and methodologies. Works to design, schedule, and deploy complex infrastructures and applications within a multi-protocol environment based upon appropriate industry practices and standards. Receives, analyzes, and translates client requirements into integrated infrastructure solution strategies. The individual coordinates closely with senior program and project management specialist and with senior customer specialist. The employee may provide direct supervision of subordinate analysts, engineers, and applications developers. Experience includes using industry proven techniques, i.e., Joint Application Design, Lean/Six Sigma Rapid Improvement events to incorporate functional requirements into new or existing programs.

**General Experience:**

The Functional Analyst, Principal shall demonstrate at least seven (10) years experience, of which at least five (5) years must be specialized. General experience may include responsibilities in system engineering, applications design and development, and infrastructure administration, configuration, and support. Possesses superior communication and presentation skills (oral and written).

**General Education:**

With no degree, 12 to 15 years.

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**AS-ARC-5 Architect, Principal****Functional Responsibilities:**

The Architect Principal generally provides a structured approach to the significant programming portions of the item, researches technical solutions to requirements from the client, oversees and assists with software development work in C# and JavaScript, investigates programming bugs discovered during the testing and deployment of the item, ensures that any changes do not detrimentally affect the design, implementation, reliability or maintainability of the item as a whole

**General Experience:**

The incumbent shall demonstrate at least seven (10) years experience, of which at least five (8) years must be specialized. General experience may include responsibilities in system engineering, applications design and development, and infrastructure administration, configuration, and support. Possesses superior communication and presentation skills (oral and written).

**General Education:**

Bachelor degree in Computer Science, Information Engineering, or related study with 10 years. A Master degree with 7 to 8 years. With no degree, 12 to 15 years.

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**AS-ITS-1 Information Technology Specialist, Junior****Functional Responsibilities:**

The Junior Information Technology Specialist is an entry level position but individual must have already demonstrated an aptitude for this technological field. The individual will assist the project team in providing technical guidance and support in the efficient application of Information Engineering (IE) techniques for client Specialist. The Information Technology Specialist shall provide technical guidance and direction in applying IE techniques, in the use of automated support tools, and in the review of products. The IT Specialist shall lead discussions and introduce and initiate project phases. The IT Specialist shall give technical guidance to project leaders, shall review progress and recommend redirection of effort, and shall critique project progress on a continuing basis.

**Qualifications**

- Experience:** At least four (4) years of related experience. Two (2) years of specialized experience. The remainder may be any combination of specialized and/or general experience. A college degree can be substituted for actual experience.
- Specialized:**
- Two (2) years' experience in performing systems analysis and design using IE techniques is desired.
  - This effort includes performing in all phases of IE demonstrating an expanding knowledge of and experience in using IE automated support tools.
- General:** Experience in information systems development which includes functional and data requirements analysis, systems analysis and design, program design, programming, the preparation of documentation, and report preparation and presentation.

**General Education:**

With no degree, 4 to 6 years. Bachelor degree in Computer Science or related study is desirable.

**AS-ITS-2 Information Technology Specialist****Functional Responsibilities:**

The IT Specialist provides technical guidance and support in the efficient application of Information Engineering (IE) techniques for Client or Government Specialist. This may include support to Specialist during any project phase. The IT Specialist shall provide technical guidance and direction in applying IE techniques, in the use of automated support tools, and in the review of products. The IT Specialist shall lead discussions and introduce and initiate project phases. The IT Specialist shall give technical guidance to project leaders, shall review progress and recommend redirection of effort, and shall critique project progress on a continuing basis.

**Qualifications**

- Experience:** At least six (6) years' experience. Four (4) years of specialized experience. The remainder may be any combination of specialized and/or general experience. A college degree can be substituted for actual experience.
- Specialized:**
- Four (4) years' experience in performing systems analysis and design using IE techniques for administrative systems is desired.
  - This includes performing in all phases of IE.
  - This also includes a knowledge of and experience in using IE automated support tools.
- General:** Experience in information systems development which includes functional and data requirements analysis, systems analysis and design, program design, programming, the preparation of documentation, and report preparation and presentation.

**General Education:**

With no degree, 6 to 8 years. Bachelor degree in Computer Science, Information Engineering, or related study with 0 to 2 years.

**AS-ITS-3 Information Technology Specialist, Senior**

**Functional Responsibilities:**

The Senior IT Specialist provides direct technical guidance and support to client Specialist during the following phases of Information Engineering projects Distribution Analysis, Information Systems Development, Program Specification Synthesis, Physical Database Design, Conversion and Implementation, Business Process Engineering

**Qualifications**

- Experience:** At least eight (8) years' experience. A minimum of six (6) years of specialized experience. The remainder may be any combination of general and/or specialized experience. A college degree can be substituted for actual experience.
- Specialized:** Six (6) years' experience in performing functional and data requirements analysis, and system and program design using fourth generation languages
- data communications, relational databases, and application generators.
  - This experience should include a minimum of three (3) years using the IE techniques associated with the applicable IE phases, specifically in support of administrative systems.
  - The ITSS should have experience using IE automated support tools
- General:**
- Experience in information systems development, including functional and data requirements analysis, systems analysis and design, program design, programming, the preparation of documentation, and report preparation and presentation.

**General Education:**

Bachelor degree in Computer Science, Information Engineering, or related study with 2 to 4 years.. A Master degree with 0 to 2 years. With no degree, 8 to 10 years.

**AS-ITS-4 Information Technology Specialist, Lead**

**Functional Responsibilities:**

The IT Specialist provides lead technical guidance and support to client Specialist during the following phases of Information Engineering projects: Distribution Analysis, Information System Development, Program Specification Synthesis, Physical Database Design, Conversion and Implementation, and Business Process Engineering.

**Qualifications**

- Experience:** At least ten (10)) years' experience. A minimum of eight (8) years of specialized experience. The remainder may be any combination of general and/or specialized experience. A college degree can be substituted for actual experience.
- Specialized:**
- Eight (8) years' experience in performing functional and data requirements analysis, and system and program design using fourth generation languages, data communications, relational databases, and application generators.
  - This experience should include a minimum of five (5) years using the IE techniques associated with the applicable IE phases.
- General:** Experience in information systems development, including functional and data requirements analysis, systems analysis and design, program design, programming, the preparation of documentation, and report preparation and presentation.

**General Education:**

Bachelor degree in Computer Science, Information Engineering, or related study with 5 to 7 years. A Master degree with 3 to 5 years. With no degree, 10 to 12 years.

**AS-ISA-1 Information Solutions Architect -****Functional Responsibilities:**

Designs, develops, and analyzes overall architecture of internal IT solutions, including hardware, middleware, logical and physical data models, COTS and software development. Determines integrated hardware and software architecture solutions that meet performance, scalability, reliability, and security needs. Expertise in SDLC and IT methods, approaches and best practices. Coordinates design and integration of total systems and/or subsystems. Maintains competency in current state of technologies, emerging technologies and future technology trends. Performs comparative analysis for IT solution alternatives. Subject matter expert in a technology platform (e.g. Java stack), addressing problems of systems integration, compatibility, and multiple platforms. Performs feasibility analysis for future IT initiatives to customer stakeholders and senior management. Provides project planning information, schedules, and deliverables.

**General Experience:**

The incumbent shall demonstrate five years' experience, of which at least three (3) years must be specialized. Specialized experience includes responsibility for analysis, evaluation, and design within selected area of expertise. General experience includes responsibility for system engineering, administration, applications development, and/or technical writing. The individual possesses superior communication and presentation skills (oral and written).

**General Education:**

Bachelor degree in Computer Science, Information Engineering, or related study with 4 years experience.

**AS-ISA-2 Information Solutions Architect -****Functional Responsibilities:**

Designs, develops, and analyzes overall architecture of internal IT solutions, including hardware, middleware, logical and physical data models, COTS and software development. Determines integrated hardware and software architecture solutions that meet performance, scalability, reliability, and security needs. Expertise in SDLC and IT methods, approaches and best practices. Coordinates design and integration of total systems and/or subsystems. Maintains competency in current state of technologies, emerging technologies and future technology trends. Performs comparative analysis for IT solution alternatives. Subject matter expert in a technology platform (e.g. Java stack), addressing problems of systems integration, compatibility, and multiple platforms. Performs feasibility analysis for future IT initiatives to customer stakeholders and senior management. Provides project planning information, schedules, and deliverables.

**General Experience:**

The incumbent shall demonstrate six years' experience, of which at least three (3) years must be specialized. Specialized experience includes responsibility for analysis, evaluation, and design within selected area of expertise. General experience includes responsibility for system engineering, administration, applications development, and/or technical writing. The individual possesses superior communication and presentation skills (oral and written).

**General Education:**

Bachelor degree in Computer Science, Information Engineering, or related study with 5 to 7 years experience.

A Master degree with 6 years experience. With no degree, 10 to 12 years.

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**AS-ISA-3 Information Solutions Architect -****Functional Responsibilities:**

Designs, develops, and analyzes overall architecture of internal IT solutions, including hardware, middleware, logical and physical data models, COTS and software development. and software. Determines integrated hardware and software architecture solutions that meet performance, scalability, reliability, and security needs. Expertise in SDLC and IT methods, approaches and best practices. Coordinates design and integration of total systems and/or subsystems. Maintains competency in current state of technologies, emerging technologies and future technology trends. Performs comparative analysis for IT solution alternatives. Subject matter expert in multiple technology platforms (e.g. Java stack and .net stack), addressing problems of systems integration, compatibility, and multiple platforms. Performs feasibility analysis for future IT initiatives to customer stakeholders and senior management. Provides project planning information, schedules, and deliverables..

**General Experience:**

The incumbent shall demonstrate eight years' experience, of which at least three (3) years must be specialized. Specialized experience includes responsibility for analysis, evaluation, and design within selected area of expertise. General experience includes responsibility for system engineering, administration, applications development, and/or technical writing. The individual possesses superior communication and presentation skills (oral and written).

**General Education:**

Bachelor degree in Computer Science, Information Engineering, or related study with 8 years experience.

A Master degree with 3 to 5 years. With no degree, 10 to 12 years.

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**AS-ISA-4 Information Solutions Architect -****Functional Responsibilities:**

Designs, develops, and analyzes overall architecture of internal IT solutions, including hardware, middleware, logical and physical data models, COTS and software development. Determines integrated hardware and software architecture solutions that meet performance, scalability, reliability, and security needs. Expertise in SDLC and IT methods, approaches and best practices. Coordinates design and integration of total systems and/or subsystems. Maintains competency in current state of technologies, emerging technologies and future technology trends. Subject matter expert in multiple technology platforms (e.g. Java stack and .net stack), addressing problems of systems integration, compatibility, and multiple platforms. Performs feasibility analysis for future IT initiatives to customer stakeholders and senior management. Provides project planning information, schedules, and deliverables.

**General Experience:**

The incumbent shall demonstrate ten years' experience, of which at least three (3) years must be specialized. Specialized experience includes responsibility for analysis, evaluation, and design within selected area of expertise. General experience includes responsibility for system engineering, administration, applications development, and/or technical writing. The individual possesses superior communication and presentation skills (oral and written).

**General Education:**

Bachelor degree in Computer Science, Information Engineering, or related study with 10 years experience.

A Master degree with 3 to 5 years. With no degree, 10 to 12 years experience.

**AS-SDV-1 System Developer, Junior****Functional Responsibilities:**

Develops detailed functional system requirements and specifications utilizing Business Process Reengineering and other structured methodologies to facilitate the introduction of business process automation. Evaluates existing architecture and business processes and weighs potential alternative strategies within selected area of expertise. Typically works under the general guidance of more senior project/engagement Specialist to assist in the examination, development, deployment, and measurement of systems and processes.

**General Experience:**

The incumbent shall demonstrate five years' experience, of which at least three (3) years must be specialized. Specialized experience includes responsibility for analysis, evaluation, and design within selected area of expertise. General experience includes responsibility for system engineering, administration, applications development, and/or technical writing. The individual possesses superior communication and presentation skills (oral and written).

**General Education:**

Bachelor degree in Computer Science, Information Engineering, or related study with 5 to 7 years.

A Master degree with 3 to 5 years. With no degree, 10 to 12 years.

**AS-SDV-1 System Developer, Junior****Functional Responsibilities:**

Develops detailed functional system requirements and specifications utilizing Business Process Reengineering and other structured methodologies to facilitate the introduction of business process automation. Evaluates existing architecture and business processes and weighs potential alternative strategies within selected area of expertise. Typically works under the general guidance of more senior project/engagement Specialist to assist in the examination, development, deployment, and measurement of systems and processes.

**General Experience:**

The incumbent shall demonstrate five years' experience, of which at least three (3) years must be specialized. Specialized experience includes responsibility for analysis, evaluation, and design within selected area of expertise. General experience includes responsibility for system engineering, administration, applications development, and/or technical writing. The individual possesses superior communication and presentation skills (oral and written).

**General Education:**

Bachelor degree in Computer Science, Information Engineering, or related study with 5 to 7 years.

A Master degree with 3 to 5 years. With no degree, 10 to 12 years.

**AS-SDV-2 System Developer****Functional Responsibilities:**

Develops detailed functional requirements and specifications utilizing Business Process Reengineering and other structured methodologies to facilitate the introduction of business process automation. Evaluates existing architecture and business processes and weighs potential alternative strategies within selected area of expertise. Typically works under the general guidance of more senior project/engagement Specialist to assist in the examination, development, deployment, and measurement of systems and processes.

**General Experience:**

The incumbent shall demonstrate seven (7) years' experience, of which at least five (5) years must be specialized. Specialized experience includes responsibility for analysis, evaluation, and design within selected area of expertise. General experience includes responsibility for system engineering, administration, applications development, and/or technical writing. Possesses superior communication and presentation skills (oral and written).



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**General Education:**

Bachelor degree in Computer Science, Information Engineering, or related study with 7 to 9 years.

A Master degree with 5 to 7 years. With no degree, 12 to 15 years.

**AS-SSE-1 System Engineer, Junior**

**Functional Responsibilities:**

The Junior System Engineer is an entry level position with limited use and/or application of basic principles, theories, and concepts. The individual will assist in the installation and maintenance of system software and products. Assist in analysis and problem resolution associated with the system software; assists in testing new or reconfigured equipment, develops generalized or specialized systems and customized trouble shooting utilities; and, provides guidance to the user community on the availability and proper use of a variety of applications and equipment.

**General Experience:**

**Experience:** At least two (2) years of general IT and/or academic experience.

**Specialized:** One (1) year programming experience as a System/Software Engineer, or equivalent experience in operating system software.

**General:** Should be able to demonstrate some experience in system programming.

**General Education:**

A Bachelor's degree and 0 to 2 years' experience. With no degree, 6 to 8 years' experience.

**AS-SSE-2 System Engineer**

**Functional Responsibilities:**

The System Engineer installs and maintains software and system products on enterpriser systems; analyzes and fixes problems associated with the system packages and forwards then to appropriate vendor for problem resolution. Assist in analysis and problem resolution associated with the system software; assists in testing new or reconfigured equipment, develops generalized or specialized systems and customized trouble shooting utilities; and, provides guidance to the user community on the availability and proper use of a variety of applications and equipment.

**General Experience:**

**Experience:** At least two (2) years of general IT and system experience.

**Specialized:** At least one (1) year of programming experience in system software design and application, or equivalent experience in operating systems software.

**General:** Shows progressively increasing levels of responsibility in the field.

**General Education:**

A Bachelor's degree and 2 to 4 years experience. Master's degree and 0 to 2 years experience. With no degree, 8 to 10 years experience.



**AS-SSE-3    System Engineer, Senior****Functional Responsibilities:**

The Senior System Engineer is responsible for systems programming functions dealing with the overall operating system or complex subsystems of the operating system; develops specifications for extremely complex systems activities; works at the highest technical level on all phases of system architecture controlling the enterprise system with considerable freedom to make decisions on the techniques to be used; prepares recommendations for system improvement for management and user consideration; acts as a consultant to the technical staff and user community; and, may guide lower level Specialist and other technical specialist on assigned work.

**General Experience:**

- Experience:** At least five (5) years' experience which includes three (3) years of specialized experience.
- Specialized:** Three (3) years programming experience as a System Software Engineer or equivalent experience in operating systems software.
- General:** Experience in systems programming at progressively increasing levels of responsibility.

**General Education:**

A Bachelor's degree and 5 to 7 years experience. Master's degree and 3 to 5 years experience. With no degree, 10 to 12 years.

**AS-SSE-4    System Engineer, Lead****Functional Responsibilities:**

The Lead System Engineer has overall responsibility for systems programming functions dealing with the overall operating system or complex subsystems of the operating system; develops specifications for extremely complex systems activities; works at the highest technical level on all phases of Enterprise Architecture; controls the operating system with considerable freedom to make decisions on the techniques to be used; prepares recommendations for system improvement for management and user consideration; acts as a consultant to the technical staff and user community; and, may guide lower level specialist and other technical specialist on assigned work.

**General Experience:**

- Experience:** At least seven (7) years' experience which includes five (5) years of specialized experience.
- Specialized:** Five (5) years programming experience as a System Software Engineer or equivalent experience in operating systems software.
- General:** Experience in systems programming at progressively increasing levels of responsibility.

**General Education:**

A Bachelor's degree and 7 to 9 years experience. Master's degree and 5 to 7 years experience.

## 5. Software Services

Examines, evaluates, models, designs, and proposes organizational and enterprise-wide IT infrastructures, applications, and processes.

Job Code	Skill Position	Status	Grade
SD-PGM-1	Programmer, Junior	Non-Exempt	T-16
SD-PGM-2	Programmer	Exempt	T-17
SD-PGM-3	Programmer, Senior	Exempt	T-18
SD-PGM-4	Programmer, Lead	Exempt	T-19
SD-QAA-1	Reserved	Exempt	T-16
SD-QAA-2	Quality Assurance Analyst	Exempt	T-17
SD-QAA-3	Quality Assurance Analyst, Senior	Exempt	T-18
SD-SWE-1	Software Engineer, Junior	Exempt	T-16
SD-SWE-2	Software Engineer	Exempt	T-17
SD-SWE-3	Software Engineer, Senior	Exempt	T-18
SD-SWE-4	Software Engineer, Lead	Exempt	T-19
SD-SWE-5	Software Engineer, Principal	Exempt	T-20

### SD-PGM-1 Programmer, Junior

#### Functional Responsibilities:

The Junior Programmer develops, tests, and documents simple computer programs. Under close supervision, the Junior Programmer develops diagrams, logic flowcharts, and coding structures to solve relatively simple problems and makes minor changes in established programs to adapt them to new requirements. An individual who is capable, under general supervision, of analyzing and defining system requirements and of developing programs for automatic data processing. Must translate the details into a program of coded instructions used by the computer. Individual tests, checks, debugs, revise and refines the computer program as required, producing the product required by the written specifications. Additionally, the Junior Programmer documents all procedures used throughout the program to allow the program to be run as a part of the system by operating computer Specialist, and provides complete system documentation to enable a subsequent programmer to make changes as may be required. The Junior Programmer must be able to revise existing programs to make refinements, reduce operating time or improve present techniques.

#### Qualifications

- Experience:** At least two (2) years' experience is desired for this position. One (1) year should be specialized experience. The remainder may be any combination of specialized and/or general experience.
- Specialized:** One (1) year programming experience using a structured programming language such as C, or Visual Basic is desired.
- General Experience** Experience in programming and related tasks at progressively increasing levels of responsibility is desired.

#### General Education:

A Bachelors degree in Computer Science or related study with 0 to 2 years experience in an IT environment. With no degree, 6 to 8 years.

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**SD-PGM-2 Programmer****Functional Responsibilities:**

The Programmer develops, tests, and documents simple computer programs. Under close supervision, the Programmer develops diagrams, logic flowcharts, and coding structures to solve relatively simple problems and makes minor changes in established programs to adapt them to new requirements. The Programmer conducts detailed analysis, studies all system requirements and develops all levels of block diagrams and logic flow charts. Must translate the details into a program of coded instructions used by the computer. Individual tests, checks, debugs, revises and refines the computer program as required, producing the product required by the written specifications. Additionally, the Programmer documents all procedures used throughout the program to allow the program to be run as a part of the system by operating computer Specialist, and provides complete system documentation to enable a subsequent programmer to make changes as may be required. The Programmer must be able to revise existing programs to make refinements, reduce operating time or improve present techniques.

**Qualifications**

- Experience:** A total of four (4) years' experience is desired for this position. Two (2) year should be specialized experience. The remainder may be any combination of specialized and/or general experience.
- Specialized:** Two (2) year programming experience using a structured programming language such as C, or Visual Basic is desired.
- General Experience** Experience in programming and related tasks at progressively increasing levels of responsibility is desired.

**General Education:**

A Bachelors degree in Computer Science or related study with 2 to 4 years of related IT experiences. A Master's degree with 0 to 2 years. With no degree, 8 to 10 years.

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**SD-PGM-3 Programmer, Senior****Functional Responsibilities:**

As an expert programmer, the Senior Programmer independently develops, modifies, and maintains complex programs which produce several interrelated but different products; programs use data from diverse sources and have multiple users; tests, documents, and writes operating instructions for all work; may perform programming analysis such as investigating the feasibility of developing alternate programs, assisting users with defining needs, or participating on a team to work on large and complicated programs. The Senior Programmer may function as team leader of a few lower level programmers or technicians whose completed work is reviewed by the Senior Programmer for timeliness, compatibility with other work, and effectiveness in meeting requirements.

**Qualifications**

- Experience:** Seven (7) years of related IT experience is desirable. Five (5) years specialized experience. The remainder may be any combination of specialized and/or general experience.
- Specialized:** Five (5) years of high level programming experience in the development of administrative system applications or use of C in development of scientific system applications. Four (4) years of independent programming, including the responsibility for software development projects. One (1) year of programming team leadership or supervision over three (3) or more programmers on significant systems and/or software development projects.
- General:** Experience in complex programming at progressively increasing levels of responsibility.

**General Education:**

A Bachelors degree in Computer Science or related study with 5 to 7 years of related IT experiences. A Master's degree with 3 to 5 years. With no degree, 10 to 12 years.

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**SD-PGM-4 Programmer, Lead****Functional Responsibilities:**

This individual leads a group of programmers on IT development projects. As an expert programmer, the Lead Programmer independently develops, modifies, and maintains complex programs which produce several interrelated but different products; programs use data from diverse sources and have multiple users; tests, documents, and writes operating instructions for all work; may perform programming analysis such as investigating the feasibility of developing alternate programs, assisting users with defining needs, or participating on a team to work on large and complicated programs. The Lead Programmer may function as team leader over a wide range of programmers or technicians. Working with other senior programmers, check project performance for timeliness, compatibility with other work, and effectiveness in meeting requirements.

**Qualifications**

- Experience:** Nine (9) years of related IT experience is desirable. Seven (7) years specialized experience. The remainder may be any combination of specialized and/or general experience.
- Specialized:** Seven (7) years of high level programming experience in the development of administrative system applications or use of C in development of scientific system applications. Five (5) years of independent programming, including the responsibility for software development projects. Three (3) years of programming team leadership or supervision over three (3) or more programmers on significant systems and/or software development projects.
- General:** Experience in complex programming at progressively increasing levels of responsibility.

**General Education:**

A Bachelor's degree in Computer Science or related study with 7 to 9 years of related IT experiences. A Master's degree with 5 to 7 years. With no degree, 12 to 15 years.

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**SD-SWE-1 Software Engineer, Junior****Functional Responsibilities:**

A Junior Software Engineer is an entry level position but experience in software development projects is a requirement. The individual must demonstrate a propensity towards software development projects and concepts. A growing awareness of such activities as software requirements analysis, top-down design and structured analysis is a factor in accepting individual for the position.

**General Experience:**

The Junior Software Engineer must demonstrate at least one (1) year in software engineering projects.

**General Education:**

A Bachelor of Science degree in a related field is required. With no degree, 6 to 8 years of experience, of which at least five (5) years are specialized.

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**SD-SWE-2 Software Engineer****Functional Responsibilities:**

A Software Engineer must have an excellent understanding of software development (i.e., software requirements analysis, top-down design, structured analysis). In addition, knowledge of DOD 2167A and/or DOD-STD-1703, software testing, software documentation per DoD-STD-1703, contract monitoring knowledge and contract acquisition knowledge is desirable.

**General Experience:**

The Software Engineer must demonstrate at least three (3) years in general technical or academic IT experience. Specialized experience, at least two (2) years in managing or performing software engineering activities. General

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experience includes increasing responsibilities in software engineering activities. Gaining competence in applicable standards.

**General Education:**

A Bachelor of Science degree in a related field is required with 2 to 4 years of specialized training or project assignments in related field. A Master's degree with 0 to 2 years of experience. With no degree, 8 to 10 years.

**SD-SWE-3 Software Engineer, Senior****Functional Responsibilities:**

Analyzes and studies complex system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Individual manages software development and support using formal specifications, data flow diagrams, and other accepted design techniques. Individual estimates software development costs and schedules. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. Supervises software configuration management.

**General Experience:**

The Senior Software Engineer must demonstrate five (5) years in general experience with at least three (3) years in managing or performing software engineering activities. General experience includes increasing responsibilities in software engineering activities. Knowledgeable of applicable standards.

**General Education:**

A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline with 5 to 7 years. A Master's degree with 3 to 5 years of experience.

**SD-SWE-4 Software Engineer, Lead****Functional Responsibilities:**

A Lead Software Engineer analyzes and studies complex system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, and other accepted design techniques. Estimates software development costs and schedules. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. Supervises software configuration management.

**General Experience:**

The Lead Software Engineer must demonstrate seven (7) years in general experience with at least five (5) years in managing or performing software engineering activities. General experience includes increasing responsibilities in software engineering activities. Knowledgeable of applicable standards.

**General Education:**

Generally requires a Masters degree in Computer Science, Information Systems, Engineering, Business, or other related discipline with 5 years of experience. A Bachelor's degree with 7 years.

**SD-SWE-5 Software Engineer, Principal****Functional Responsibilities:**

A Principal Software Engineer Performs complex program development using standard and specialized languages to create special purpose software, modify existing programs, and enhance system efficiency and integrity. Translates detailed designs into software, tests, debugs and refines software packages. Manages software development teams in modular development of complex applications. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, and other accepted design techniques. Estimates software development costs and

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schedules. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. Supervises software configuration management.

**General Experience:**

The Principal Software Engineer must demonstrate seven (7) to eight (8) years in general experience with at least eight (8) years in managing or performing software engineering activities. General experience includes increasing responsibilities in software engineering activities. Knowledgeable of applicable standards.

**General Education:**

A Bachelor's degree with 7 to 8 years.

**Database Management Services**

Evaluates, designs, implements, operates, and maintains Database programs and processes.

<b>Job Code</b>	<b>Skill Position</b>	<b>Status</b>	<b>Grade</b>
DD-DBS-1	Database Specialist, Junior	Non-Exempt	T-16
DD-DBS-2	Database Specialist	Exempt	T-17

### **D-DBS-1 Database Specialist, Junior**

#### **Functional Responsibilities:**

A Database Specialist, Junior assists in implementation of data specifications, designs, integration, testing, and documentation. Responsibilities include:

- System administration for database servers.
- Maintenance and connectivity to all required legacy systems and applications.
- Write and maintain computer system documentation and logs; develop extensive windows scripting tools to automate system monitoring and data incorporation; perform manipulation and conversion of large data files for incorporation into file system.
- Perform DBA, and manage massive data file system; manages multiple SQL Server databases and replication between systems.

#### **Qualifications**

**Experience:** Six (6) years of experience that includes three (3) years of specialized experience. A college degree can be substituted for actual experience.

**Specialized:** Three (3) years of experience directly with administration of databases, such as ORACLE.

**General:** Two (2) years of progressive experience in the area of specialty or related field

#### **General Education:**

Bachelors Degree and 0 to 2 years experience in a relevant discipline. With no degree, 6 to 8 years experience.

**D-DBS-2 Database Specialist**

**Functional Responsibilities:**

A Database Specialist performs implementation of data specifications, designs, integration, testing, and documentation. Responsibilities include:

- System administration for database servers.
- Maintenance and connectivity to all required legacy systems and applications.
- Write and maintain computer system documentation and logs; develop extensive windows scripting tools to automate system monitoring and data incorporation; perform manipulation and conversion of large data files for incorporation into file system.
- Perform DBA, and manage massive data file system; manages multiple SQL Server databases and replication between systems.

**Qualifications**

**Experience:** At least eight (8) years of experience that includes five (5) years of specialized experience. A college degree can be substituted for actual experience.

**Specialized:** Five (5) years of experience directly with administration of databases, such as ORACLE.

**General:** Four (4) years of progressive experience in the area of specialty or related field

**General Education:**

Bachelors Degree and 2 to 4 years experience in a relevant discipline. Master's Degree and 0 to 2 years experience in a relevant discipline. With no degree, 8 to 10 years.

**6. Web Professional Services**

Creates supports, evaluates, designs, expands and maintains Web sites.

<b>Job Code</b>	<b>Skill Position</b>	<b>Status</b>	<b>Grade</b>
WP-WCE-2	Web Content Editor	Exempt	T-17
WP-WCE-3	Web Content Editor, Senior	Exempt	T-18
WP-WED-1	Web Developer, Junior	Exempt	T-16
WP-WED-2	Web Developer	Exempt	T-17
WP-WED-3	Web Developer, Senior	Exempt	T-18
WP-WED-4	Web Developer, Lead	Exempt	T-18
WP-WED-5	Web Developer, Principal	Exempt	T-19



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**WP-WCE-2 Web Content Editor****Functional Responsibilities:**

Responsible for translating customer requirements and specifications into electronic graphic design solutions that reflect the desired look, feel, and functionality appropriate for the selected medium (including supporting brochures, publications, and other documentation, as appropriate). Combines understanding of the client's needs with superior knowledge of system capabilities to construct various interface and input/output layouts and designs for UML/SGML/HTML and related environments.

**General Experience:**

The incumbent shall demonstrate at least eight (8) years general graphics artist/illustrator experience and five (5) years IT/Web experience. Two (2) years additional experience may be substituted for each year of degree-level education.

**General Education:**

A Bachelor of Arts degree with emphasis in computer graphic arts, creative design, Internet technology and general computer science plus 3 to 5 years. A Master's Degree with 0 to 2 years. With no degree, 8 to 10 years

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**WP-WCE-3 Web Content Editor, Senior****Functional Responsibilities:**

Working directly with the customer, the Senior Web Content Editor is responsible for guiding and assisting the customer in the development and execution of overall project vision and goals. Captures requirements, specifications and preferences and translates project vision into comprehensive electronic graphic design solutions providing the desired "look" and functionality. Combines in-depth understanding of the client's needs, system capabilities, and likely audience acceptance to propose and construct various interface and input/output layouts and designs.

**General Experience:**

The incumbent shall demonstrate at least ten (10) years general graphics artist/illustrator experience and seven (7) years IT/Web experience. Two (2) years additional experience may be substituted for each year of degree-level education.

**General Education:**

A Bachelor of Arts degree with emphasis in computer graphic arts, creative design, Internet technology and general computer science plus 5 to 7 years. A Master's Degree with 3 to 5 years. With no degree, 10 to 12 years

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**WP-WED-1 Web Developer, Junior****Functional Responsibilities:**

A Junior WEB Developer will be involved in all aspects of the software development lifecycle. Responsibilities include: Various projects such as extending and integrating collaboration. Requirements analysis, researching and introducing new technologies, system architecture, and software development. Coding primarily in, ASP, VB.Net and C#. Assist in the design and development of Enterprise websites based on the organization's Internet strategies and

**General Experience:**

Two (2) years general WEB Interface experience and one (1) year experience as a System Software Engineer. The individual should have strong technical, communications and programming skills with the ability to work with clients. Prior experience with ASP, VB, JavaScript and databases (SQL) is required. Experience with .Net is preferred

**General Education:**

Bachelors degree in computer science and 0 to 2 years experience in a web development environment. With no degree, 6 to 8 years experience.

**WP-WED-2 Web Developer****Functional Responsibilities:**

A WEB Developer will be involved in all aspects of the software development lifecycle. Responsibilities include: Various projects such as extending and integrating collaboration .Requirements analysis, researching and introducing new technologies, system architecture, and software development. Coding primarily in, ASP, VB.Net and C#. Designs and develops Enterprise websites based on the organization's Internet strategies and objectives. Proposes website strategies and creates action plans and applications to carry out strategies and accomplish objectives. Customizes Web-based interactive features, builds database gateways, and implements electronic commerce services. Typically requires a Computer Science or related degree, 2 or more years' experience with HTML and World Wide Web servers and browsers, technical knowledge of Windows and Unix systems administration, a working knowledge of database query languages, and development skills with authoring tools such as Backstage Designer and programming languages such as JAVA, CGI, PERL, Visual Basic, and C/C++.

**General Experience:**

At least four (4) years of general WEB Interface and Software Engineer experience. The individual should have strong technical, communications and programming skills with the ability to work with clients. Prior experience with ASP, VB, JavaScript and databases (SQL) is required.

**General Education:**

Bachelors degree in computer science or have equivalent experience and 2 to 4 years experience in a web development environment. Master's Degree in computer science or have equivalent experience and 0 to 2 years experience in a web development environment. With no degree, 8 to 10 years experience.

**WP-WED-3 Web Developer, Senior****Functional Responsibilities:**

A WEB Developer will be involved in all aspects of the software development lifecycle. Working with a web project team: assists in the research and design of components and subsystems of a project; assists in the planning and scheduling of component and subsystem level development; develops and implements components and subsystems under limited supervision of a project leader; conducts and documents module level testing; and conducts debugging and troubleshooting procedures under limited supervision of a project leader.

**General Experience:**

At least seven (7) years of general WEB Interface and Software Engineer experience. The individual should have strong technical, communications and programming skills with the ability to work with clients. Prior experience with ASP, VB, JavaScript and databases (SQL) is required.

**General Education:**

Bachelors degree in computer science or have equivalent experience and 5 to 7 years experience in a web development environment. Master's Degree in computer science or have equivalent experience and 3 to 5 years experience in a web development environment. With no degree, 10 to 12 years.

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**WP-WED-4 Web Developer, Lead****Functional Responsibilities:**

A WEB Developer Lead will be involved in all aspects of the software development lifecycle. Working with a web project team: assists in the research and design of components and subsystems of a project; assists in the planning and scheduling of component and subsystem level development; develops and implements components and subsystems under limited supervision of a project leader; conducts and documents module level testing; and conducts debugging and troubleshooting procedures under limited supervision of a project leader.

**General Experience:**

At least seven (6) years of general WEB Interface and Software Engineer experience. The individual should have strong technical, communications and programming skills with the ability to work with clients. Prior experience with ASP, VB, JavaScript and databases (SQL) is required.

**General Education:**

Bachelors degree in computer science or have equivalent experience and 5 to 7 years experience in a web development environment. Master's Degree in computer science or have equivalent experience and 3 to 5 years experience in a web development environment. With no degree, 10 to 12 years.

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**WP-WED-5 Web Developer, Principal****Functional Responsibilities:**

A WEB Developer Principal provides engineering and technical resources to perform a broad assortment of system engineering and support functions. Shall provide direct support services for overall and complete operation and maintenance of the software and its networks hardware and software to include but not be limited to administrative support functions, help desk functions, Information Assurance (IA) support requirements, database administration, including, installation of product upgrades, operational support, and configuration and maintenance of standby databases located at the disaster recovery site. The contractor must demonstrate an in-depth knowledge of and experience of the following; Oracle Single Sign On, Oracle OID, Oracle Dataguard, XML, and SOAP

**General Experience:**

At least seven (10) years of general WEB Interface and Software Engineer experience. The individual should have strong technical, communications and programming skills with the ability to work with clients. Prior experience with ASP, VB, JavaScript and databases (SQL) is required.

**General Education:**

Bachelors degree in computer science or have equivalent experience and 10 years experience in a web development environment. Master's Degree in computer science or have equivalent experience and 5 to 7 years experience in a web development environment. With no degree, 12 to 15 years.

## 7. Security Assurance Services

Supports project management efforts for designing and implementing an enterprise environment against computer network intrusions and attacks. Provides system analysis and tools for continuously monitoring the system's network performance.

Job Code	Skill Position	Status	Grade
SA-PSE-2	Physical Security Electronic Systems Technician	Exempt	T-17
SA-CSS-1	Computer Security Specialist, Junior	Non-Exempt	T-15
SA-CSS-2	Computer Security Specialist	Exempt	T-16
SA-CSS-3	Computer Security Specialist Senior	Exempt	T-17

### SA-SDM-1 Statistical Data Modeler

#### Functional Responsibilities:

The Physical Security Electronic Systems Technician will have more direct responsibility in overseeing the electronic security systems. Group responsibilities include:

- Direct experience with field troubleshooting, fault isolation, failure analysis, and depot level repair/replacement of electronic security systems.
- Support intrusion detection, automated access control, signal/data transmission, and control and display subsystems of the Integrated Security System.

#### General Experience:

Must have a wide range of knowledge of principles, theories, and concepts in the electronic security field, plus knowledge of related disciplines gained through wide exposure. The individual must demonstrate at least eight (8) years of related experience. A college degree in a related field can be substituted for actual experience.

#### General Education:

Bachelor's degree in Electrical Engineering, Computer Science or Computer Engineering and 2 to 4 years. A Master's degree and 0 to 2 years experience. With no degree, 8 to 10 years.

### SA-PSE-2 Physical Security Electronic Systems Technician

#### Functional Responsibilities:

Performs statistical analysis of security data using spatial and temporal multivariate analysis techniques. Skill at exploratory data analysis, hidden and missing data estimation, and optimization techniques. Familiar with design of experiments and design of sampling techniques. Familiarity with factor analysis and canonical correlation analysis technique's

#### General Experience:

Bachelor's degree in math, economics, computer science, computer engineering or related technical field. Familiarity with database programs, data analysis techniques (such as statistical analysis)

**General Education:**

Bachelor's degree in Electrical Engineering, Computer Science or Computer Engineering and 2 to 4 years. A Master's degree and 0 to 2 years experience. With no degree, 8 to 10 years.

**SA-CSS-1 Computer Security Specialist, Junior****Functional Responsibilities:**

Evaluate and develop computer security requirements. Engineer solutions to satisfy security requirements. Perform threat assessment and risk analysis of current technical and operating environment. Use knowledge of security products.

**General Experience:**

Has a general use and application of concepts, practices, and techniques in the Computer Security field. Has at least four (4) years in related field. A college degree in a related field can be substituted for actual experience.

**General Education:**

Bachelor's degree in Electrical Engineering, Information Systems, Computer Science, Physics or Math.. With no degree, 4 to 6 years experience

**SA-CSS-2 Computer Security Specialist****Functional Responsibilities:**

Evaluate and develop computer security requirements. Engineer solutions to satisfy security requirements. Perform threat assessment and risk analysis of current technical and operating environment. Use knowledge of security products

**General Experience:**

Has a command use and application of concepts, practices, and techniques in the Computer Security field. Has at least six (6) years in related field. A college degree in a related field can be substituted for actual experience.

**General Education:**

Bachelor's degree in Electrical Engineering, Information Systems, Computer Science, Physics or Math and 0 to 2 years of experience. With no degree, 6 to 8 years.

**SA-CSS-3 Computer Security Specialist Senior****Functional Responsibilities:**

Performs functions of a qualified Information Assurance Manager at Level II, such as a pre-deployment Information Systems Security Officer/Manager (IASO/IAM), Information Assurance Technical (IAT) Level III or Computer Network Defense - Auditor (CND-AU) Personnel in an information assurance management role are responsible for the information assurance (IA) program of an Information System (IS) or major mission application within the Network Environment (NE). Performs a variety of security related tasks, including the development and implementation of system information security standards and procedures.

**General Experience:**

Has a command use and application of concepts, practices, and techniques in the Computer Security field. Has at least ten (10) years in related field. A college degree in a related field can be substituted for actual experience.

**General Education:**

Bachelor's degree in Electrical Engineering, Information Systems, Computer Science, Physics or Math and 7 to 10 years of experience. With no degree, 12 or more years of experience.

**SA-CSSE-4 Computer Security Specialist Engineer****Functional Responsibilities:**

Performs security evaluation of organizational IT systems and develops strategies for risk estimation and risk management. Able to design and manage a security operations centers (SOC) and a network operation center (NOC). Familiar with security log analysis techniques using statistical and information fusion techniques. Experienced at selecting setting up and operating continuous monitoring solutions, data loss prevention solutions, intrusion detection and prevention solutions, ethical hacking techniques and network hardening solutions. Familiar with testing application and database security.

**General Experience:**

Has a technical degree in engineering or computer science and at least ten years' experience in related fields. Familiar with the tools, architectures, policies, certification and accreditation techniques and testing the security of software, code and components.

**General Education:**

Bachelor's degree in computer science, computer engineering or related technical field. Familiarity with database programs, data analysis techniques (such as statistical analysis) and system modeling. Familiarity with both hardware and software. IT certification such as CISSP preferred.

**SA-COO-1 Cyber Offensive Operations -****Functional Responsibilities:**

Performs risk analysis of cyber security threats and historical loss and vulnerability data to create a risk portfolio and allocate risk amongst organizational entities. Familiar with Copula pricing and other actuarial techniques to estimate needed cash reserves, ruin criteria and loss estimates. Familiarity with the theory and use of actuarial tools and models as well as statistical modeling methodologies.

**General Experience:**

Bachelor's degree in Electrical Engineering, Information Systems, Computer Science, Physics or Math and 7 to 10 years of experience. With no degree, 12 or more years of experience.

**General Education:**

Bachelor's degree in Math, or 15 years experience without degree Science, Computer Engineering or related technical field. Familiarity with database programs, temporal and spatial data analysis techniques. Familiarity with spreadsheet modeling and application of Business Intelligence tools to risk modeling for the enterprise.

**SA-CMS-1 Continuous Monitoring Specialist-****Functional Responsibilities:**

Performs risk analysis of cyber security threats and historical loss and vulnerability data to create a risk portfolio and allocate risk amongst organizational entities. Familiar with Copula pricing and other actuarial techniques to estimate needed cash reserves, ruin criteria and loss estimates. Familiarity with the theory and use of actuarial tools and models as well as statistical modeling methodologies.

**General Experience:**

Has a technical degree in Math, engineering or computer science, course work in statistics. Experience with information assurance and IT risk management framework techniques. Familiarity and experience with XML and statistical software such as the R program. Certification as an Actuary and experience applying actuarial tools and technologies. Familiarity and experience with time series analysis and modeling and system modeling techniques.

**General Education:**

Bachelor's degree in Math, or 15 years experience without degree Science, Computer Engineering or related technical field..

**SA-COO-1 Cyber Offensive Operations-****Functional Responsibilities:**

Performs risk analyses, which also includes risk assessment. Provides technical support for secure software development and integration tasks, including reviewing work products for correctness and adhering to the design concept and to user standards. Knowledgeable of Security/IA products such as PKI, VPN, firewalls, and intrusion detection systems. Analyzes and recommends resolution of security/IA problems on the basis of knowledge of the major IA products and services, an understanding of their limitations, and knowledge of the IA disciplines.

**General Experience:**

Has a technical degree in Math, engineering or computer science, course work in statistics. Experience with information assurance and IT risk management framework techniques. Familiarity and experience with XML and statistical software such as the R program. Certification as an Actuary and experience applying actuarial tools and technologies. Familiarity and experience with time series analysis and modeling and system modeling techniques.

**General Education:**

Bachelor's degree in Math, or 15 years experience without degree Science, Computer Engineering or related technical field.

**SA-CDO-1 Cyber Defensive Operations-****Functional Responsibilities:**

Performs risk analyses, which also includes risk assessment. Provides technical support for secure software development and integration tasks, including reviewing work products for correctness and adhering to the design concept and to user standards. Knowledgeable of Security/IA products such as PKI, VPN, firewalls, and intrusion detection systems. Analyzes and recommends resolution of security/IA problems on the basis of knowledge of the major IA products and services, an understanding of their limitations, and knowledge of the IA disciplines.

**General Experience:**

Has a technical degree in Math, engineering or computer science, course work in statistics. Experience with information assurance and IT risk management framework techniques. Familiarity and experience with XML and statistical software such as the R program. Certification as an Actuary and experience applying actuarial tools and technologies. Familiarity and experience with time series analysis and modeling and system modeling techniques.

**General Education:**

Bachelor's degree in Math, or Ten (10) years experience without degree Science, Computer Engineering or related technical field. Familiarity with database programs, temporal and spatial data analysis techniques. Familiarity with spreadsheet modeling and application of Business Intelligence tools to risk modeling for the enterprise.



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**SA-CA- CTA-1 Cyber Test & Evaluation****Functional Responsibilities:**

Certification as an Actuary and experience applying actuarial tools and technologies. Familiarity and experience with time series analysis and modeling and system modeling techniques Knowledge of standards of intelligence analysis tradecraft Expertise in one or more cyber threat areas Experience using analytic visualization and big data consumption tools Experience using open source and paid services for cyber threat intelligence information

**General Experience:**

Has a technical degree in engineering or computer science and at least ten years' experience in related fields. Familiar with multi-sensor fusion techniques for system identification and modeling. Five years' experience with cyber security data formats and data streams. Familiarity with visualization techniques. Familiarity with inverse techniques for modeling sources from observed system outputs.

**General Education:**

Bachelor's degree in Math, or Ten (10) years experience without degree Science, Computer Engineering or related technical field

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**SA-CFA-1 Cyber Fusion Analyst****Functional Responsibilities:**

Performs data deconfliction, data deduplication, data modeling, and data base querying for cyber security data. Familiarity with temporal and spectral data fusion techniques including Bayes and Dempster Shaffer system modeling. Familiarity with including noise and uncertainty in data sets. Familiar with security log analysis techniques using statistical and information fusion techniques. Experienced in dealing and combining heterogeneous data formats from different cyber security tools. Experience with integrating threat intelligence and security scan data

**General Experience:**

Has a technical degree in engineering or computer science and at least ten years' experience in related fields. Familiar with multi-sensor fusion techniques for system identification and modeling. Five years' experience with cyber security data formats and data streams. Familiarity with visualization techniques. Familiarity with inverse techniques for modeling sources from observed system outputs.

**General Education:**

Bachelor's degree in Math, or Ten (10) years experience without degree Science, Computer Engineering or related technical field. Familiarity with database programs, temporal and spatial data analysis techniques. Familiarity with spreadsheet modeling and application of Business Intelligence tools to risk modeling for the enterprise

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**SA-CA-CYA-1 Cyber Actuary Associate II****Functional Responsibilities:**

Advanced understanding of business analyst principles and methodologies, proficiency with 1+ methodology such as Rummier Brache, Hammer, Lean



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Six Sigma, Excellent analytical and problem solving skills, demonstrated proficiency of identifying risks, proposing an implementing controls

**General Experience:**

Responsible for producing business requirement artifacts including business requirements, technical requirements, requirements traceability matrices, and related supplemental documentation for large and complex projects with emphasis on management an accurate requirements traceability matrix

**General Education:**

Bachelors and or Masters with 6+ years in requirements definition and process modeling in advanced environments 1+ year of process ownership a plus

**SA-BDA-1 Big Data Analytics Specialist**

**Functional Responsibilities:**

Collects and analyzes security and business data for developing security and performance models. Develops predictive analytical models based on the data. Identifies relationships between variables. Skilled at applying industry standard statistical packages to large data sets. Adept at writing queries and reports. Skilled at non-obvious relationship analysis. Familiarity with no-SQL and relational data base systems. Experience with data mining techniques. Skilled at programming.

**General Experience:**

Has a technical degree in math, engineering or computer science and at least ten years' experience in related fields. Familiar with the semantic technologies to define data relationships. Familiar with Hadoop/mahoud and related big data tool chains. Familiar with graph databases and data mining tools. Familiar with scaling, data cubes and business intelligence tool chains.

**General Education:**

Bachelors and or Masters with 9+ years in requirements definition and process modeling in advanced environments 1+ year of process ownership a plus

**SA-BI-1 Business Intelligence Specialist**

**Functional Responsibilities:**

Performs Business analysis and Business process mapping for enterprise security functions. Integrates these IT assurance and security processes with enterprise business processes for use in created integrated enterprise operational and resource allocation plans. Familiarity with ERP software, database and data warehouse and data analysis skills. Experience with business reporting, visualization and dashboard display techniques

**General Experience:**

Has a technical, economics or business degree. Strong business analysis skills such as gathering and writing requirements and understanding and communicating with both technical and business managers. Understanding business logic and business process modeling. Strong knowledge of corporate metrics and organization

**General Education:**

Bachelor's degree in business, economics, information technology or management. Familiarity with database programs, data analysis techniques (such as statistical analysis) and business process modeling requirements development, uml and sysml. Advanced degree Bachelors and or Masters with 9+ years.

**SA-BPRE- 1 Business Process Re-Engineering SME****Functional Responsibilities:**

Elicits, organizes, analyzes and documents complex business requirements; Expertise with Business Process Re-engineering (BPR) approaches, methods, processes and best practices; Facilitates requirements work sessions with business stakeholders and business subject matter experts; Rapidly develops requirements and deliverables, such as process maps and activity diagrams from the work sessions; Provides ancillary support services in connection with adapting and integrating business analysis stencils and templates for customer projects; Provides project planning and scheduling, project reporting and documentation associated with project/program objectives; Conducts stakeholder briefings and participates in project status meetings.

**General Experience:**

Applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Responsible for the effective transitioning of existing project teams and facilitating project teams in accomplishing project activities and objectives. Provides group facilitation, interviewing, and training, and provides additional forms of knowledge transfer. Serves as coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts. Provides daily supervision and direction to Business Process Reengineering Specialist

**General Education:**

Bachelor's degree in Computer Science, Information Systems, Engineering, or other related discipline and ten (10) experience of which at least nine must be specialized.

**SA-BPRE- 2 Business Process Re-Engineering SME****Functional Responsibilities:**

Elicits, organizes, analyzes and documents complex business requirements; Expertise with Business Process Re-engineering (BPR) approaches, methods, processes and best practices; Facilitates requirements work sessions that involve complex subject matter expertise that involve reaching consensus among a large number of stakeholders; Provides ancillary support services in connection with adapting and integrating business analysis stencils and templates for customer projects; Provides project planning and scheduling and project reporting and documentation associated with project/program objectives; Conducts stakeholder briefings and participates in project status meetings; Provides project management support including performance monitoring and measurement, project leadership and communications with stakeholders.

**General Experience:**

Applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Responsible for the effective transitioning of existing project teams and facilitating project teams in accomplishing project activities and objectives. Provides group facilitation, interviewing, and training, and provides additional forms of knowledge transfer. Serves as coordinator between multiple project teams to ensure enterprise-wide

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integration of reengineering efforts. Provides daily supervision and direction to other Business Process Reengineering Specialist

**General Education:**

A Master's degree in Computer Science, Information Systems, Engineering, Business, Education, Management Sciences, Psychology, Human Resources Development/ Management, or other related discipline. Twelve years (12) experience of which at least ten years must be specialized.

**SA-BPRE- 3 Business Process Re-Engineering SME****Functional Responsibilities:**

A minimum of fifteen to twenty years' experience, of which at least seven years must be specialized. Specialized experience may include: facilitation, training, methodology development and evaluation, process reengineering across all phases, identifying best practices, change management, business management techniques, organizational development, activity and data modeling, information system development methods and practices, and supervision of Business Process Reengineering Specialist.

**General Experience:**

Elicits, organizes, analyzes and documents complex business requirements; Management expertise with Business Process Re-engineering (BPR) approaches, methods, processes and best practices; Facilitates requirements work sessions across multiple business functions throughout the enterprise in a large program and/or across multiple projects and teams; Provides ancillary support services in connection with adapting and integrating business analysis stencils and templates for customer projects; Provides insight and innovation ideas for improving business processes. Coordinates consultants and operates across multiple concurrent process analysis projects; Validates and integrates the mapping and modeling work products across business functions into an integrated cohesive set of requirements; Works with project sponsors to ensure overall goals and objectives are achieved; Provides project planning, scheduling, reporting, and documentation support associated with project/program objectives; Conducts stakeholder briefings and participates in required meetings and related project support services; Project management support including performance monitoring and measurement, project leadership and communications with stakeholders; Provides program integration and close-out services.

**General Education:**

A Master's degree in Computer Science, Information Systems, Engineering, Business, Education, Management Sciences, Psychology, or other related discipline fifteen years' (15) experience of which at least ten (10) years must be specialized. With a Master's degree in Computer Science, Information Systems, Engineering, or other related discipline.

**SA-BPRE- 4 Business Process Re-Engineering SME****Functional Responsibilities:**

A minimum of twenty five years' experience, of which at least seven years must be specialized. Specialized experience may include: facilitation, training, methodology development and evaluation, process reengineering across all phases, identifying best practices, change management, business management techniques, organizational development, activity and data modeling, information system development methods and practices, and supervision of Business Process Reengineering Specialist.

**General Experience:**

Applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Responsible for the effective transitioning of existing project teams and facilitating project teams in

accomplishing project activities and objectives. Provides group facilitation, interviewing, and training, and provides additional forms of knowledge transfer. Serves as primary coordinator between multiple projects.

**General Education:**

A Doctorate degree in Computer Science, Information Systems, Engineering, Business, Education, Management Sciences, Psychology, Human Resources Development/ Management, or other related discipline

## 8. Engineering Support Services

Evaluates, designs, implements, operates, and maintains organizational and enterprise-wide IT infrastructures and processes.

Job Code	Skill Position	Status	Grade
ES-CMS-1	Communications Specialist, Junior	Exempt	T-15
ES-CMS-2	Communications Specialist	Exempt	T-16
ES-CMS-3	Communications Specialist, Senior	Exempt	T-17
ES-COR-1	Computer Operator, Junior	Non-Exempt	T-15
ES-COR-4	Computer Operator, Lead	Exempt	T-18
ES-ENG-1	Engineering, Junior	Exempt	T-16
ES-ENG-2	Reserved	Exempt	T-17
ES-ENG-3	Engineering, Senior	Exempt	T-18
ES-ENG-4	Engineering, Lead	Exempt	T-19
ES-ENG-5	Engineering, Principal	Exempt	T-20
ES-ENG-6	Engineering, Principal Lead	Exempt	T-21
ES-HTN-1	Hardware Technician, Junior	Non-Exempt	T-12
ES-HTN-2	Hardware Technician	Non-Exempt	T-13
ES-HTN-3	Hardware Technician, Senior	Non-Exempt	T-14
ES-HTN-4	Hardware Technician, Lead	Non-Exempt	T-15
ES-HDS-1	Help Desk Specialist, Junior	Non-Exempt	T-12
ES-HDS-2	Help Desk Specialist	Non-Exempt	T-13
ES-HDS-3	Help Desk Specialist, Senior	Non-Exempt	T-14
ES-HDS-4	Help Desk Specialist, Lead	Non-Exempt	T-15
ES-NTA-3	Network Administrator, Senior	Exempt	T-19
ES-NTE-1	Network Engineer, Junior	Exempt	T-16
ES-NTE-2	Network Engineer	Exempt	T-17
ES-NTE-3	Network Engineer, Senior	Exempt	T-18
ES-NTN-1	Network Technician, Junior	Non-Exempt	T-12
ES-NTN-2	Network Technician	Non-Exempt	T-13
ES-NTN-3	Network Technician, Senior	Non-Exempt	T-14
ES-NTN-4	Network Technician, Lead	Non-Exempt	T-15
ES-SYM-1	System Administrator, Junior	Exempt	T-16
ES-SYM-2	System Administrator	Exempt	T-17
ES-SYM-3	System Administrator, Senior	Exempt	T-18
ES-SYM-4	System Administrator, Lead	Exempt	T-19
ES-TST-1	Technical Specialist, Junior	Non-Exempt	T-16
ES-TST-2	Technical Specialist	Exempt	T-17

ES-TST-3	Technical Specialist, Senior	Exempt	T-18
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**ES-CMS-1 Communications Specialist, Junior**
**Functional Responsibilities:**

The Communications Specialist, Junior is an entry level position but must have Bachelor's Degree. Participates in some systems analyses and feasibility studies concerning data communications and communications networks.

**Qualifications**

- Experience:** At least four (4) years of IT experience. A minimum of two (2) years of specialized experience. The remainder may be any combination of specialized and/or general experience.
- Specialized:** Two (2) years of experience in the design of data communications systems.
- General:** Four (4) years of progressive experience in Voice, and Data Communications projects

**General Education:**

Bachelor degree preferred. With no degree, 4 to 6 years experience in related fields of interest.

**ES-CMS-2 Communications Specialist**
**Functional Responsibilities:**

The Communications Specialist participates in systems analyses and feasibility studies concerning voice and data communications and communications networks; assists project manager in design and implementation of data communications systems; analyzes proposed and existing applications particularly in the voice and data communications concepts and requirements. The Communication Specialist assist, prepares and participates in functional specifications for Voice and Data communication equipment; advises with user management to assure proper problem identification and that the solution meets identified requirements. Individual prepares documents and effects programming changes to complex voice and/or data networks.

**Qualifications**

- Experience:** At least six (6) years' experience. A minimum of four (4) years of specialized experience. The remainder may be any combination of specialized and/or general experience.
- Specialized:**
- Four (4) years of experience in the programming of Voice and Data handling design of data communications systems.
  - Should have experience with the equivalent Lucent Definition G2 and G3 product line and have received training and attained certification in the applicable area of expertise.
- General:** Six (6) years of progressive experience in systems analysis/programming Voice, and Data communications.

**General Education:**

Bachelor degree in Computer Science or related study and 0 to 2 years of experience. With no degree, 6 to 8 years of related experience.

**ES-CMS-3 Communications Specialist, Senior**

**Functional Responsibilities:**

The Communications Specialist, Senior directs tasks in systems analyses and feasibility studies concerning voice and data communications and communications networks; plans, coordinates, and participates in design, acquisition, and implementation of data communications systems; analyzes proposed and existing applications particularly in the voice and data communications concepts and requirements. They prepare and participate in functional specifications for Voice and Data communication equipment; consults with user management to assure proper problem identification and that the solution meets identified requirements. Prepares documents and effects programming changes to complex voice and/or data networks.

**Qualifications**

- Experience:** Over eight (8) years of experience. A minimum of six (6) years of specialized experience. The remainder may be any combination of specialized and/or general experience.
- Specialized:**
- Six (6) years of experience in the programming of Voice and Data handling design of data communications systems.
  - Should have experience with the equivalent Lucent Definition G2 and G3 product line and have received training and attained certification in the applicable area of expertise.
- General:** Eight (8) years of progressive experience in systems analysis/programming Voice, and Data communications.

**General Education:**

Bachelor degree in Computer Science or related study plus 2 to 4 years on related experience. A Master Degree with 0 to 2 years With out a degree, 8 to 10 years

**ES-COR-1 Computer Operator, Junior**

**Functional Responsibilities:**

Computer Operator, junior assists other in monitoring computer systems in the Enterprise Operations Center on a 24x7x365 basis. Responsibilities include:

- ADP Center support.
- Assit others in system troubleshooting in accordance with established Standard Operating Become acquiant with procedures (SOPs) and support the system administrator when the system is off-line.
- Performs system backups in accordance with SOPs.
- Monitors systems in the operations center.
- Basic troubleshooting.
- Maintains tape library and backups
- File transfers between security domains.
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**General Experience:**

Relevant experience in Computer Operations. Familiarity in Windows, MS Office, LINUX, and UNIX. A security clearance may be required.

**General Education:**

Bachelor's degree [Computer Science, Information Systems, Engineering or Business] and 0 to 2 years of experience With no degree, 4 years experience.

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**ES-ENG-1 Engineer, Junior****Functional Responsibilities:**

A Junior Engineer is an entry level position but assumes IT experience primarily as a team member to a workgroup. The individual works closely with other technical personnel and takes direction from the project manager. The projects are normally large scale information systems and address a wide range of topics in support of a successful implementation of open system architecture.

**General Experience:**

The Junior Engineer shall demonstrate up to six (6) years of IT experience, of which at least one (1) year must be specialized. General experience can include technical engineering, development, or related responsibilities. The remainder may be any combination of specialized and/or general experience. Must also have experience with the logical and physical functional, operational, and technical architectures of large and complex information systems, external communications, and local and wide area networks. The individual has some technical and engineering experience in systems analysis and programming of scientific or highly technical system applications on small to large scale computers (i.e., micro, mini, and mainframe).

**General Education:**

A Bachelor's degree in Computer Science, Information Systems, Engineering, or other related scientific or technical disciplines and 0 to 2 years of experience. With no degree, 6 to 8 years of directly related experiences.

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**ES-ENG-3 Engineer, Senior****Functional Responsibilities:**

The Senior Engineer has a wide range of applicable knowledge of principles, theories, and concepts in large scale information systems and architectures. The individual works only under very general direction, independently determines and develops approaches to solutions. Results are reviewed upon completion for meeting objectives. Interfaces with systems analysts to provide problem resolutions; provides technical and administrative direction for personnel performing project development tasks, including the review of work products for correctness, adherence to the design concept, and to user standards. Coordinates with the Project Manager to ensure problem resolution and user satisfaction; makes recommendations, if needed, for approval of major system implementations.

**General Experience:**

Number of years of experience depends on academic achievements. In general the Senior Engineer shall demonstrate at least ten (10) years of IT experience, of which at least five (5) years must be specialized. Specialized experience includes: leadership and management of subordinate technical personnel and management of project schedules. The remainder may be any combination of specialized and/or general experience. The Senior Engineer has experience in developing large scale information systems in compliance with standards for open systems architectures. Specialized experience, which includes supervision of system analysts, use of structured analysis, design methodologies and design tools and techniques. Must also have experience with the logical and physical functional, operational, and technical architectures of large and complex information systems, external communications, and local and wide area networks. Experience in working with multiple teams helping to set-up work planning, technical reviews, testing inspections, and quality assurance.

**General Education:**

Master's degree in Computer Science, Information Systems, Engineering, or other related scientific or technical disciplines with 3 to 5 years of directly related experience. A Bachelor's degree with 5 to 7 years. With no degree, 10 to 12 years.



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**ES-ENG-4 Engineer, Lead****Functional Responsibilities:**

The Lead Engineer has extensive expertise as a generalist or specialist. The individual is an emerging authority in large scale information system implementation. The individual work is performed without appreciable direction. Has latitude in determining technical objectives of assignment. Interfaces with systems analysts to provide problem resolutions; provides technical and administrative direction for personnel performing project development tasks, including the review of work products for correctness, adherence to the design concept, and to user standards. Coordinates with the Project Manager to ensure problem resolution and user satisfaction; makes recommendations, if needed, for approval of major system implementations.

**General Experience:**

Number of years of experience depends on academic achievements. In general, the Lead Engineer, shall demonstrate at least twelve (12) years of IT experience, of which at least seven (7) years must be specialized. Specialized experience includes: leadership and management of subordinate technical personnel and management of project schedules. The remainder may be any combination of specialized and/or general experience. The Lead Engineer has experience in developing large scale information systems in compliance with standards for open systems architectures. Specialized experience, which includes supervision of system analysts, use of structured analysis, design methodologies and design tools and techniques. Must also have experience with the logical and physical functional, operational, and technical architectures of large and complex information systems, external communications, and local and wide area networks. Experience in working with multiple teams helping to set-up work planning, technical reviews, testing inspections, and quality assurance. Seven (7) years of progressive software development experience. The individual has technical and engineering experience in systems analysis and programming of scientific or highly technical system applications on small to large scale computers (i.e., micro, mini, and mainframe). Experience in the design and programming of complex ADP systems and directing other systems analysts. Possesses good communication and presentation skills (oral and written).

**General Education:**

Master's degree in Computer Science, Information Systems, Engineering, or other related scientific or technical disciplines with 5 to 7 years of directly related experience. A Bachelor's degree with 7 to 9 years. With no degree, 12 to 15 years.

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**ES-ENG-5 Engineer, Principal****Functional Responsibilities:**

The Principal Engineer has Minimum six years of advanced analytical design, planning, implementation and organizational experience with extremely complex systems and projects having multiple facets. Experience must include: evaluating, developing and implementing system engineering processes and procedures, project personnel, requirement analyses to define applicability in the system design and engineering approaches and quantifying system capabilities and limitations in terms of total life cycle system support.

**General Experience:**

Number of years of experience depends on academic achievements. In general, the Lead Engineer, shall demonstrate at least twelve (6) years of IT experience, of which at least seven (5) years must be specialized. Specialized experience includes: leadership and management of subordinate technical personnel and management of project schedules. The remainder may be any combination of specialized and/or general experience. The Lead Engineer has experience in developing large scale information systems in compliance with standards for open systems architectures. Specialized experience, which includes supervision of system analysts, use of structured analysis, design methodologies and design tools and techniques. Must also have experience with the logical and physical functional, operational, and technical architectures of large and complex information systems, external communications, and local and wide area networks. Experience in working with multiple teams helping to set-up work planning, technical reviews, testing inspections, and quality assurance. Seven (7) years of progressive software development experience. The individual has technical and engineering experience in systems analysis and programming of scientific or highly technical system applications on



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small to large scale computers (i.e., micro, mini, and mainframe). Experience in the design and programming of complex ADP systems and directing other systems analysts. Possesses good communication and presentation skills (oral and written).

**General Education:**

A Bachelor's degree with 6 years. With no degree, 10 to 12 years.

**ES-ENG-6 Engineer, Principal Lead****Functional Responsibilities:**

The Principal Engineer Lead has minimum ten years of advanced analytical design, planning, implementation and organizational experience with extremely complex systems and projects having multiple facets. Experience must include: evaluating, developing and implementing system engineering processes and procedures, project personnel, requirement analyses to define applicability in the system design and engineering approaches and quantifying system capabilities and limitations in terms of total life cycle system support.

**General Education:**

Master's degree in Computer Science, Information Systems, Engineering, or other related scientific or technical disciplines with 5 to 7 years of directly related experience. A Bachelor's degree with 10 years. With no degree, 15 years.

**S-HTN-1 Hardware Technician, Junior****Functional Responsibilities:**

Hardware Technician, Junior supports the maintenance of specific equipment. Is capable of performing a wide variety of jobs. Must be trained as it relates to the given project assignment. Subject to deadlines and heavy workloads.

Responsibilities include:

- Work with network, video, servers, workstations, and peripheral hardware and related software.
- Supports staff on test strategies, devices, and systems.
- Support staff to perform stress and performance tests on a variety of computer hardware.

**General Experience:**

At least one (1) year of experience in the maintenance of maintaining network, video, servers, workstations, and peripheral hardware and related software. The individual should have demonstrated strong problem solving skills.

**General Education:**

With no degree 1 to 2 years of experience. Bachelor's degree not required. Certificates from technical vocational center desirable.

**ES-HTN-2 Hardware Technician****Functional Responsibilities:**

Hardware Technician performs maintenance related to the design, development, and implementation of IT hardware products. Responsibilities include:

- Work with network, video, servers, workstations, and peripheral hardware and related software.
- Develops test strategies, devices, and systems.
- Performs stress and performance tests on a variety of computer hardware including circuit boards, processors and wiring.

**General Experience:**

At least two years of experience in the maintenance of maintaining network, video, servers, workstations, and peripheral hardware and related software is required. The individual should have demonstrated strong problem solving skills.

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**General Education:**

With no degree, 2 to 4 years of experience. Bachelor's degree not required. Certificates from technical vocational center desirable. Bachelor's degree [Computer Science and/or Engineering].

**ES-HTN-3 Hardware Technician, Senior**

**Functional Responsibilities:**

Hardware Technician performs maintenance related to the design, development, and implementation of hardware products. Responsibilities include:

- Work with network, video, servers, workstations, and peripheral hardware and related software.
- Develops test strategies, devices, and systems.
- Performs stress and performance tests on a variety of computer hardware including circuit boards, processors and wiring.

**General Experience:**

At least two years of experience in the maintenance of maintaining network, video, servers, workstations, and peripheral hardware and related software is required. The individual should have demonstrated strong problem solving skills

**General Education:**

With no degree, 3 to 4 years of experience. Bachelor's degree not required. Continuing training and awarded certificates from technical vocational center desirable. Bachelor's degree in Computer Science and/or Engineering can be substituted for actual experience..

**ES-HTN-4 Hardware Technician, Lead**

**Functional Responsibilities:**

Hardware Technician performs maintenance related to the design, development, and implementation of hardware products. Responsibilities include:

- Functioning as a team lead to subordinates.
- Takes on assignments and directs completion of those projects.
- Work with complex network and system components.
- Develops test strategies, devices, and systems.
- Performs stress and performance tests on a variety of computer hardware including circuit boards, processors and wiring.

**General Experience:**

At least three years of experience in the maintenance and problem resolutions of IT equipment and components. The individual should have demonstrated strong problem solving skills

**General Education:**

With no degree, 5 to 6 years of experience. Bachelor's degree not required. Continuing training and awarded certificates from technical vocational center desirable. Bachelor's degree in Computer Science and/or Engineering can be substituted for actual experience..

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**ES-HDS-1 Help Desk Specialist, Junior****Functional Responsibilities:**

The Help Desk Specialist, Junior is an entry level position. The individual will take direction from project manager or Help Desk Manager and be trained on the goals and purpose of the project's Help Desk function. The individual must show and eventually demonstrate a clear understanding of the type of help to be given, its objectives, quality standards and end results. Must be goal oriented, action-focused, and self-disciplined. Ensure all information, supplies, equipment and materials are available for help to proceed. Be responsive to client calls. Have good communication skills and comfortable interacting at all levels.

**General Experience:**

At least one (1) year relevant to practical project management experience is required.

**General Education:**

Relevant training in project management, tools and techniques and /or the technology of the work. Some college course work in related field is desirable.

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**ES-HDS-2 Help Desk Specialist****Functional Responsibilities:**

Responsible for manning a "Help Desk" providing client services to the user community and project management. The individual must demonstrate a clear understanding of the type of help to be given, its objectives, quality standards and end results. Must be goal oriented, action-focused, and self-disciplined. Should observe the general Help Desk operation and make suggestion that will improve the type of help the project is designed to provide. Ensure all information, supplies, equipment and materials are available for help to proceed unimpeded. Be responsive to client calls. Have good communication skills and comfortable interacting at all levels. Provide help within applicable standards, guidelines or other standard requirements. Report frequency of incidents, develop exception reporting, and document any significant delays.

**General Experience:**

At least two (2) years relevant to practical project management experience is required.

**General Education:**

Relevant training in project management, tools and techniques and /or the technology of the work. With no degree, 2 to 3 years experience. Bachelor's degree [Information Technology or Business Systems] is desirable.

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**ES-HDS-3 Help Desk Specialist, Senior****Functional Responsibilities:**

The individual has become competent in most phases of an operation. Is a source for problem solving support issues. Responsible for manning a "Help Desk" providing client services to the user community and project management. The individual must demonstrate a clear understanding of the type of help to be given, its objectives, quality standards and end results. Must be goal oriented, action-focused, and self-disciplined. Should observe the general Help Desk operation and make suggestion that will improve the type of help the project is designed to provide. Ensure all information, supplies, equipment and materials are available for help to proceed unimpeded. Be responsive to client calls. Have good communication skills and comfortable interacting at all levels. Provide help within applicable standards, guidelines or other standard requirements. Report frequency of incidents, develop exception reporting, and document any significant delays.

**General Experience:**

At least three (3) years relevant to practical project management experience is required.

**General Education:**

Continued training in project management, tools and techniques and /or the technology of the work. With no degree, 3 to 4 years experience. Bachelor's degree [Information Technology or Business Systems] is desirable.

**ES-HDS-4 Help Desk Specialist, Lead****Functional Responsibilities:**

The individual has become well versed and equipped with IT based knowledge to support a wide variety of Help Desk inquiries and problem resolution issues. Is a source for problem solving support issues... Responsible for managing a Help Desk staff and provide client services to the user community and project management. Have good communication skills and comfortable interacting at all levels. Provide help within applicable standards, guidelines or other standard requirements. Report frequency of incidents, develop exception reporting, and document any significant delays.

**General Experience:**

At least four (4) years relevant to practical project management experience is required.

**General Education:**

Continued training in project management, tools and techniques and /or the technology of the work. With no degree, 4 to 5 years experience

**ES-NTA-3 Network Administrator, Senior****Functional Responsibilities:**

A Senior Network Administrator provides web server and system administration support. This includes troubleshooting, and support of enterprise systems and external support. Supervise and manage the daily activities of configuration and operation of business systems which may be mainframe, mini, or client/server based. Optimize system operation and resource utilization, and perform system capacity analysis and planning. Provide assistance to users in accessing and using business systems. Key responsibilities include

- System Engineering and Application Support.
- Configuration and management (hardware and software); traffic analysis; hardware/software evaluation and implementation; and server and application system software maintenance.
- Administration of servers and software associated with administration and maintenance of web servers.
- Operating Systems Management.
- Applies network engineering principles to investigate, analyze, plan, design, develop, implement, and test network systems.
- Applies network engineering experience to perform functions such as network integration, configuration management, quality assurance testing, or acquisition and resource management.

**General Experience:**

The individual has at least seven (7) years' experience in administrating computer systems and operations on a large-scale computer system or a multi-server networks.

**General Education:**

Bachelor's Degree and 7 years of directly relevant experience.

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**ES-NTE-1 Network Engineer, Junior**

**Functional Responsibilities:**

A Junior Network Engineer assists in the administration, troubleshooting, and support of LAN operating systems, servers, and its applications. Responsibilities include;

- Assisting in applying network engineering principles to investigate, analyze, plan, design, develop, implement, and test network systems.

- Assist in reviews and preparations of network engineering and technical analyses, reports, change proposals and other technical documentation.

- Applies network engineering experience to perform functions such as network integration, configuration management, quality assurance testing, or acquisition and resource management

- Analyzes, designs, develops, implements, tests, or evaluates automated data processing software related to engineering or functional requirements of information systems and associated support systems

**General Experience:**

At least six (6) years of experience in the computer science and network configurations. A college degree can be used to substitute for actual experience.

**General Education:**

Bachelor's Degree in engineering, development, and administration of LAN operating systems, servers, and applications and 0 to 2 years of directly relevant experience. With no degree, 6 years experience.

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**ES-NTE-2 Network Engineer**

**Functional Responsibilities:**

A Network Engineer performs administration, troubleshooting, and support of LAN operating systems, servers, and its applications. Responsibilities include:

- Applies network engineering principles to investigate, analyze, plan, design, develop, implement, and test network systems.

- Reviews and prepares network engineering and technical analyses, reports, change proposals, and other technical documentation.

- Applies network engineering experience to perform functions such as network integration, configuration management, quality assurance testing, or acquisition and resource management,

- Analyzes, designs, develops, implements, tests, or evaluates automated data processing software related to engineering or functional requirements of information systems and associated support systems

**General Experience:**

At least eight (8) years of experience in the computer science and network configurations. A college degree can be used to substitute for actual experience.

**General Education:**

Bachelor's Degree in engineering, development, and administration of LAN operating systems, servers, and applications and 2 to 4 years of directly relevant experience. Master's Degree and 0 to 2 years of directly relevant experience. With no degree, 8 years experience.

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**ES-NTE-3 Reserved**

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**ES-NTE-4 Network Engineer, Lead**

**Functional Responsibilities:**

A Lead Network Engineer performs lead responsibility of specific network engineering projects. Directs the administration, troubleshooting, and support of LAN operating systems, servers, and its applications. Responsibilities include;

- Applies network engineering principles to investigate, analyze, plan, design, develop, implement, and test network systems. Reviews and prepares network engineering and technical analyses, reports, change proposals, and other technical documentation.

- Applies network engineering experience to perform functions such as network integration, configuration management, quality assurance testing, or acquisition and resource management.

- Analyzes, designs, develops, implements, tests, or evaluates automated data processing software related to engineering or functional requirements of information systems and associated support systems

**General Experience:**

At least fifteen (15) years of experience in the computer science and network configurations. A college degree can be used to substitute for actual experience.

**General Education:**

Bachelor's Degree in engineering, development, and administration of LAN operating systems, servers, and applications and 7 to 9 years of directly relevant experience. Master's Degree and 5 to 7 years of directly relevant experience.

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**ES-NTN-1 Network Technician, Junior**

**Functional Responsibilities:**

Responsible for the installation, modification, testing and servicing on data communications network equipment.

Provides connectivity and network support to all network, services, company, and customers. Analyzes and resolves basic network problems. Performs hardware and software moves, adds, and changes. Ensures the data network and all related equipment are in working order.

**General Experience:**

At least one (1) year of relevant experience in network administration and repair experience.

**General Education:**

With no degree, an Associates degree or technical certificate is necessary and one to two years experience.

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**ES-NTN-2 Network Technician**

**Functional Responsibilities:**

Responsible for the installation, modification, testing and servicing on data communications network equipment.

Provides connectivity and network support to all network, services, company, and customers. Performs analysis of software, hardware, and network systems for processors, multiplexes, LAN/WAN communications and various transmission systems. Responds to assignments involving the installation, repair, and maintenance of network equipment.

**General Experience:**

At least two (2) years of relevant experience in network administration or maintenance experience.

**General Education:**

With no degree, an Associates degree or technical certificate is necessary and 2 to 3 years experience.

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**ES-NTN-3 Reserved**

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**ES-NTN-4 Network Technician, Lead**

**Functional Responsibilities:**

Responsible for the installation, modification, testing and servicing on data communications network equipment. Provides connectivity and network support to all network, services, company, and customers. Performs analysis of software, hardware, and network systems for processors, multiplexes, LAN/WAN communications and various transmission systems. Responds to assignments involving the installation, repair, and maintenance of network equipment. Conducts analyses and prepares reports on design and evaluation of current and future network development.

**General Experience:**

At least four (4) years of relevant experience in network administration or maintenance experience.

**General Education:**

With no degree, an Associates degree or technical certificate is necessary and 5 to 6+ years experience. Bachelor's degree in computer science.

**ES-SYM-1 System Administrator, Junior****Functional Responsibilities:**

A Junior System Administrator assists in providing Web Server and System Administration support. Responsibilities include the assistance in:

- System engineering.
- Configuration and management (hardware and software); traffic analysis; hardware/software evaluation and implementation; and server and application system software maintenance.
- Administration of servers and software associated with administration and maintenance of web servers.
- Applications support.
- Support to operating systems.

**General Experience:**

The individual has at least one (1) year experience in administering computer systems and operations on a large-scale computer system or a multi-server local area network.

**General Education:**

Bachelor's degree [Computer Science, Information Systems, Engineering or Business] and 0 to 2 years of experience. With no degree, 6 to 8 years experience.

**ES-SYM-2 System Administrator****Functional Responsibilities:**

A System Administrator provides Web Server and System Administration support. Directly supports the staff in the following activities:

- System Engineering.
- Configuration and management (hardware and software); traffic analysis; hardware/software evaluation and implementation; and server and application system software maintenance.
- Administration of servers and software associated with administration and maintenance of web servers.
- System Applications support.
- Operating Systems Management.

**General Experience:**

The individual has at least two (2) years' experience in administering computer systems and operations on a large-scale computer system or a multi-server local area network.

**General Education:**

Bachelor's degree [Computer Science, Information Systems, Engineering or Business] and 2 years of experience. With no degree, 7 years.



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**ES-SYM-3 System Administrator, Senior****Functional Responsibilities:**

A Senior System Administrator provides Web Server and System Administration support. Supervise and manage the daily activities of configuration and operation of business systems which may be mainframe, mini, or client/server based. Optimize system operation and resource utilization, and perform system capacity analysis and planning. Provide assistance to users in accessing and using business systems. Key responsibilities include:

- System Engineering.
- Configuration and management (hardware and software); traffic analysis; hardware/software evaluation and implementation; and server and application system software maintenance.
- Administration of servers and software associated with administration and maintenance of web servers.
- System Applications support.
- Operating Systems Management.

**General Experience:**

The individual has at least five (5) years' experience in administrating computer systems and operations on a large-scale computer system or a multi-server local area network.

**General Education:**

Bachelor's degree [Computer Science, Information Systems, Engineering or Business] and 5 to 7 years of experience. A Master's degree and 3 to 5 years experience.

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**ES-SYM-4 System Administrator, Lead****Functional Responsibilities:**

A Lead System Administrator provides overall direction to System Administration staff in support of specific client projects. The individual has extensive expertise as a specialist and is emerging as an authority in the field of Web and System Administration Support. Supervise and manage the daily activities of configuration and operation of business systems which may be mainframe, mini, or client/server based. Optimize system operation and resource utilization, and perform system capacity analysis and planning. Provide assistance to users in accessing and using business systems.

**General Experience:**

The individual has at least seven (7) years of experience in administrating computer systems and operations on a large-scale computer system or a multi-server local area network.

**General Education:**

Bachelor's degree [Computer Science, Information Systems, Engineering or Business] and 7 years of experience.

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**ES-SYM-5 System Administrator, Manager****Functional Responsibilities:**

A System Administrator Manager is responsible for providing direction to System Administration staff in support of specific client projects. The individual has extensive expertise as a specialist and is emerging as an authority in the field of Web and System Administration Support. Supervise and manage the daily activities of configuration and operation of business systems which may be mainframe, mini, or client/server based. Optimize system operation and resource utilization, and perform system capacity analysis and planning. Provide assistance to users in accessing and using business systems.

**General Experience:**

The individual has at least seven (7) years of experience in administrating computer systems and operations on a large-scale computer system or a multi-server local area network.

**General Education:**

Bachelor's degree [Computer Science, Information Systems, Engineering or Business] and 7 years of experience.

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**ES-TST-1 Technical Specialist, Junior**

**Functional Responsibilities:**

The Technical Specialist, Junior is an entry position but individual must have demonstrated skill sets appropriate for this activity. The individual will assist in providing technical and specialized guidance concerning enterprise solutions to complex information processing problems. Assist others in performing analyses and studies, testing, and acceptance phases; preparing reports and giving presentations to management.

**General Experience:**

This is an entry level position but individual should have at least six years of general IT field experience. A college degree can be substituted for actual experience.

**General Education:**

Bachelor's Degree and 0 to 2 years of experience. With no degree, some specialized knowledge with 6 to 8 years.

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**ES-TST-2 Technical Specialist**

**Functional Responsibilities:**

The Technical Specialist provides highly technical and specialized guidance concerning enterprise solutions to complex information processing problems; shall be knowledgeable in state-of-the-art software/hardware solutions involving mini-, micro-, and mainframe computers, database management systems, software security, specialized software and databases, data communications equipment, and protocols. Performs analyses and studies, testing, and acceptance phases; prepares reports and gives presentations to upper management and formulates enterprise management policies; tasks may require enhancements of teleprocessing utility/software programs.

**Qualifications**

**Experience:** A total of six (6) years' experience. A minimum of three (3) years of specialized experience. The remainder may be any combination of general and/or specialized experience.

**Specialized:** Three (3) years of experience in numerous highly specialized enterprise disciplines involving a wide range of hardware/software solutions including procurement, Specialist, and property management applications. This experience should include concentrated experience in two of the following four disciplines: data communications analysis and design; database management systems; application, utility, and systems software; and software testing/quality assurance.

**General:** At least one (1) year of progressive experience in systems analysis and programming.

**General Education:**

Bachelor's Degree and 2 to 4 years of experience. Master degree, 0 to 2 years. With no degree, some specialized knowledge with 8 to 10 years of experience.

**ES-TST-3 Technical Specialist, Senior**

**Functional Responsibilities:**

The Senior Technical Specialist provides highly technical and specialized guidance concerning enterprise solutions to complex information processing problems; shall be knowledgeable in state-of-the-art software/hardware solutions involving mini-, micro-, and mainframe computers, database management systems, software security, specialized software and databases, data communications equipment, and protocols. Performs analyses and studies, testing, and acceptance phases; prepares reports and gives presentations to upper management and formulates enterprise management policies; tasks may require enhancements of teleprocessing utility/software programs.

**Qualifications**

**Experience:** At least eight (8) years' experience. A minimum of five (5) years of specialized experience. The remainder may be any combination of general and/or specialized experience.

**Specialized:** Five (5) years of experience in numerous highly specialized enterprise disciplines involving a wide range of hardware/software solutions including procurement, Specialist, and property management applications. This experience should include concentrated experience in two of the following four disciplines: data communications analysis and design; database management systems; application, utility, and systems software; and software testing/quality assurance.

**General:** A total of three (3) years of progressive experience in systems analysis and programming.

**General Education:**

Bachelor's Degree and 5 years of experience. With no degree, some specialized knowledge with 8 years of experience.

**ES-TST-4 Technical Specialist, Lead**

**Functional Responsibilities:**

The Lead Technical Specialist manages major projects and provides highly technical and specialized guidance concerning enterprise solutions to complex information processing problems; shall be knowledgeable in state-of-the-art software/hardware solutions involving mini-, micro-, and mainframe computers, database management systems, software security, specialized software and databases, data communications equipment, and protocols. Performs analyses and studies, testing, and acceptance phases; prepares reports and gives presentations to upper management and formulates enterprise management policies; tasks may require enhancements of teleprocessing utility/software programs.

**Qualifications**

**Experience:** At least twelve (12) years' experience. A minimum of seven (7) years of specialized experience. The remainder may be any combination of general and/or specialized experience.

**Specialized:** Seven (7) years of experience in numerous highly specialized enterprise disciplines involving a wide range of hardware/software solutions including procurement, Specialist, and property management applications. This experience should include concentrated experience in two of the following four disciplines: data communications analysis and design; database management systems; application, utility, and systems software; and software testing/quality assurance.

**General:** A total of five (5) years of progressive experience in systems analysis and programming.

**General Education:**

Bachelor's Degree and 7 years of experience. Master degree and 5 to 7 years. With no degree, some specialized knowledge with 10 years of experience.

**ES-AAN-3 Application Administrator, Senior**

**Functional Responsibilities:**

The Application Administrator Senior Leads Tasks and supervises staff in analyzing and defining functional system requirements. Documents, tests and debugs programs and implements system enhancements. Supports operational system demonstrations and user training sessions

**General Education:**

Bachelor's Degree and 10 years of experience. Master degree and 5 to 7 years. With no degree, some specialized knowledge with 12 to 15 years of experience.

**9. Training Support Services**

<b>Job Code</b>	<b>Skill Position</b>	<b>Status</b>	<b>Grade</b>
TS-ITS-3	Training Specialist, Senior	Exempt	T-18

**TS-ITS-3 Training Specialist, Senior**

**Functional Responsibilities:**

Through consultation with senior customer and contractor Specialist, conducts research necessary to develop and implement training courses and materials, including functional course specifications; operational definitions, goals, and measures; course outlines, workbooks, and materials; training manuals and handouts; and critique criteria. Trains technical and end-user Specialist by conducting formal classroom courses, workshops, seminars and/or computer-based/computer aided training. Provides daily supervision and direction to staff as appropriate.

**General Experience:**

The incumbent shall demonstrate at least five (5) years general IT experience, of which at least three (3) years must be specialized. Specialized experience includes developing and providing technical and end-user training on computer hardware and application software. Possesses superior communication and presentation skills.

**General Education:**

A Bachelor's degree- plus 5 to 7 years of equivalent business experience. As Master's degree, 3 to 5 years. With no degree, 10 to 12 years.

**10. General Administrative Services**

<b>Job Code</b>	<b>Skill Position</b>	<b>Status</b>	<b>Grade</b>
GA-AMA-1	Administrative Services, Junior	Non-Exempt	A-12
GA-AMA-4	Administrative Services, Lead	Non-Exempt	A-15
GA-TSP-1	Support Specialist, Junior	Non-Exempt	T-11
GS-TSP-2	Support Specialist	Non-Exempt	T-12
GS-TSP-3	Support Specialist, Senior	Non-Exempt	T-13
GS-TSP-4	Support Specialist, Lead	Non-Exempt	T-14
GS-TSP-5	Support Specialist, Group	Non-Exempt	T-15
GA-TWR-1	Technical Writer, Junior	Non-Exempt	T-15
GA-TWR-2	Technical Writer	Exempt	T-16

**GA-AMA-1 Administrative Services, Junior**
**Functional Responsibilities:**

Individual provides a wide range of administrative assistance. Receives and reviews completed products and reviews for administrative sufficiency. Monitors and tracks actions to remind responsible officials of suspense actions due. Designs and maintains spreadsheets, databases, and word processing business graphics applications. The individual uses graphics software to present data in graphic form and develops familiarity with new software packages for ease of use and applicability to support requirements. As an editor, reviews for formatting errors, and reformats as required.

**General Experience:**

Competent in several phases of an operation: requires instruction and guidance and refers problems to others. At least one (1) year of general experience, possess proficiency to operate standard office machines such as personal computers, printers, copiers, and standard software applications (Microsoft Word/Excel/PowerPoint and Adobe PDF files). The individual should possess a general knowledge base for handling all types of technical material including recommendations, reports, view-graphs, tables, charts, and documentation.

**General Education:**

A high school diploma or equivalent; general information technology, vocational or college business courses can serve as a substitute of one year's required experience (one month for one month).

**GA-AMA-2 Reserved**

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**GA-AMA-4 Administrative Services, Lead****Functional Responsibilities:**

Individual provides a wide range of administrative and technical assistance. A Lead Administrative Services individual has acquired some managerial capability. Can execute projects within experience level. Receives and reviews completed products and reviews for administrative sufficiency. Monitors and tracks actions to remind responsible officials of suspense actions due. Designs and maintains spreadsheets, databases, and word processing business graphics applications. The individual uses graphics software to present data in graphic form and develops familiarity with new software packages for ease of use and applicability to support requirements.

**General Experience:**

Competent in most phases of an operation; assists in dealing with problems. Over six (6) years of general experience, possess proficiency to operate standard office machines such as personal computers, printers, copiers, and standard software applications (Microsoft Word/Excel/PowerPoint and Adobe PDF files). The individual should possess a general knowledge base for handling all types of technical material including recommendations, reports, view-graphs, tables, charts, and documentation.

**General Education:**

Bachelor degree with 0 to 2 years of related experience. With no degree 6 to 8 years. A high school diploma or equivalent; general information technology, vocational or college business courses can serve as a substitute of one year's required experience (one month for one month).

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**GA-TST-1 Support Specialist, Junior****Functional Responsibilities:**

The Junior Support Specialist [Project Administrator Facilitator, Junior] works under direct supervision with the Project Manager. Is familiar or is trained in Fulcrum's policies and procedures. Not necessarily a highly technical individual. (S)he can expedite administrative tasks for the project. Individual appears to have an aptitude for dynamic group management and technical projects.

**Qualifications**

**Experience:** A total of one (1) year experience. At least six months should be specialized experience. The remainder may be any combination of specialized and/or general experience.

**Specialized:**

- Specialized experience in working with multiple teams helping to set-up work planning and project scheduling knows varying sources of information or procedures to facilitate the development and completion of the project.

**General:** Shows the ability to contribute on IT projects with varying degrees of complexity.

**General Education:**

High School Level plus some advanced training. Prefer a Bachelor's degree in Business Administration and/or Information Technology.

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**GA-TST-2 Support Specialist****Functional Responsibilities:**

The Support Specialist [Project Administrator Facilitator] works under direct direction with the Project Manager. Knowledgeable in Fulcrum's policies and procedures and can work within client's project guidelines. Not necessarily a highly technical individual but acquiring skill sets to complement project's administrative and technical requirements. Individual can expedite administrative tasks for the project and becoming an expert in dynamic group management.

**Qualifications**

**Experience:** At least two (2) years' experience. At least one (1) years should be specialized experience. The remainder may be any combination of specialized and/or general experience.

**Specialized:**

- The Support Specialist must be highly responsible individual can interface with many different technical and administrative disciplines.
- Specialized experience in working with multiple teams helping to set-up work planning and project scheduling knows varying sources of information or procedures to facilitate the development and completion of the project.

**General:** Two (2) years of progressive project activity in the complex information system arena.

**General Education:**

Bachelor's degree in Business Administration and/or Information Technology. A High School Level with progressive advanced IT and business training.

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**GA-TST-3 Support Specialist, Senior****Functional Responsibilities:**

The Senior Support Specialist [Project Administrator Facilitator, Senior] works under general direction with the Program Director. The individual is knowledgeable in policies and procedures related to either the client or Fulcrum. Individual is an expert in dynamic group management and functional in assisting in technical and business activity. Plays major role in expedite workgroup tasks for the project.

**Qualifications**

**Experience:** A total of three (3) years' experience. Two (2) years should be specialized experience. The remainder may be any combination of specialized and/or general experience.

**Specialized:**

- The Senior Support Specialist must be highly responsible individual can interface with many different technical and administrative disciplines.
- Specialized experience in working with multiple teams helping to set-up work planning and project scheduling knows varying sources of information or procedures to facilitate the development and completion of the project.

**General:** Three (3) years of progressive project activity in the complex information system arena.

**General Education:**

Bachelor's degree in Business Administration or Information Technology. Alternative, equivalent experience and special studies.

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**GA-TST-4 Reserved**

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**GA-TST-5 Support Specialist, Group****Functional Responsibilities:**

The Group Support Specialist [Project Administrator Facilitator, Manager] works under general direction with the Program Director. The individual is capable of managing other personnel in the facilitation of the project and has become a source of knowledge on client's or Fulcrum's policies and procedures. (S)he leads dynamic workgroups to expedite administrative and management tasks for a multiple projects.

**Qualifications**

**Experience:** The individual should have at least five (5) years of applicable experience.

**Specialized:**

- The individual must be highly responsible individual can interface with many different technical and administrative disciplines.
- Specialized experience in working with multiple teams helping to set-up work planning and project scheduling knows varying sources of information or procedures to facilitate the development and completion of the project.

**General:** At least four (4) years of progressive project activity in the complex information system arena.

**General Education:**

Bachelor's degree in Business Administration or Information Technology. Alternative, equivalent experience and special studies.

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**GA-TWR-1 Technical Writer, Junior****Functional Responsibilities:**

This is an entry level position but must have some Business/Information Technology working experience. Individual must have shown an ability to perform this specialty. The individual will assist others in developing, writing and editing material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance of machinery and other equipment. Under direct supervision, will observe production, developmental, and experimental activities to determine operating procedures and detail. Studies sketches, drawings, parts list, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail. Organizes material and completes writing assignments according to set standards regarding order, clarity, conciseness, style, and terminology. Reviews published materials and recommend revisions or changes in scope, format, content, and methods of reproductions and binding. The Technical Writer, Junior supports information resources documentation in accordance with standards and specification provided by the client. The Technical Writer, Junior will assist in drafts and edits of material that will be used to present technical information to technical and non-technical Specialist; possesses good to excellent writing skills; should demonstrate a general knowledge in the Information Technology field; and be able to verbally communicate effectively.

**Qualifications**

**Experience:** At least four (4) years of general business experience. A minimum of two (2) years in the IT field.

**Specialized:** One (1) year of experience in preparing technical user documentation.

**General:** Experience in document management tasks as a technical writer.

**General Education:**

With no degree, 4 to 5 years of relevant business, technical and IT experience. A Bachelor's degree and specialized course work.



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**GA-TWR-2 Technical Writer**

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**Functional Responsibilities:**

Develops, writes and edits material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance of machinery and other equipment. Receives assignment from supervisor. Reviews manufacturer's and trade catalogs, drawings, and other data relative to operation, maintenance, and service of equipment. Studies blueprints, sketches, drawings, parts list, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail. Organizes material and completes writing assignments according to set standards regarding order, clarity, conciseness, style, and terminology. Reviews published materials and recommend revisions or changes in scope, format, content, and methods of reproductions and binding. May assist in laying out material for publication. May edit, standardize, or make changes to material prepared by other writers or plant Specialist. The Technical Writer prepares information resources documentation in accordance with standards and specification provided by the client. The Technical Writer drafts, writes, and edits material used to present technical information to technical and non-technical Specialist; possesses excellent writing skills; shall be knowledgeable of IT operations; and be able to verbally communicate effectively.

**Qualifications**

- Experience: At least five (5) years' experience. A minimum of three (3) years specialized experience. The remainder may be any combination of specialized and/or general experience.
- Specialized:
- Five (5) years of experience in preparing technical user documentation.
  - At least two (2) years of this experience should have been gained by preparing information systems documentation.
- General: Experience as a Technical Writer Assistant, Document Management Assistant, or similar position.

**General Education:**

A Bachelor of Arts degree - some specialized courses - plus 0 to 2 years of equivalent business experience. With no degree, 5 to 6 years.